

We offer you payment options

East Grand Forks Water & Light offers its customers payment options. These include:



Business Office

Save a stamp! Stop by our business office at city hall with your payment and stub.

Mail

Mail your check or money order along with your bill stub in the convenient return envelope that is included in your monthly bill.

Drop Boxes

We have three convenient drop box locations. They are:

- At the entrance to City Hall parking lot – 600 Demers Ave;
- Inside Hugo’s Grocery Store east entrance – 306 14th St NE;
- In the East Grand Forks Senior Center parking lot (on the point) – 538 Rhinehart Dr SE.

Automatic Bill Pay

Automatic Bill Pay allows your payment to be automatically deducted from your checking or savings account. Once enrolled, you will receive your statement on your usual billing date and your payment will be de-

ducted from your designated account five days after you receive your bill. Visit our Business Office to sign up for this service.

Credit Card Payments

We do accept VISA & MasterCards.

Electronic Payments

On our website – go to “Make A Payment.”

Vacant house for the winter?

If you are going away for the winter or leaving a house vacant over the winter months, remember if you turn off the heat in the house, you need to drain your water meter so that it does not freeze and break. This is an easy way to prevent a costly repair. For more information, please call the Water and Light Maintenance Office at 218-773-0515.

Did you know?

- That 125 Minnesota cities operate municipal electric utilities?
- That over half of the municipal electric utilities, including East Grand Forks, have served their communities for over 100 years?
- That each and every one of these municipal utilities was created by citizens voting for the utility in a local referendum?
- That there are approximately 2,000 ‘public power’ utilities in the U.S., and they operate in every state except Hawaii?



East Grand Forks Water & Light

Trouble with bill? Call us now

The Minnesota Cold Weather Rule applies October 15 to April 15. The rule restricts utility disconnections under these circumstances:

- utility disconnection would affect the customer’s primary heat source;
- the customer has proven inability to pay or is receiving any form of public assistance;
- household income is at or below 50 percent of the state median income level; and
- the account is current for the billing period immediately prior to October 15 or the customer has entered into a payment schedule and is reasonably current with payments under the schedule.

Contact us at 773-1163 for more information on the above.

East Grand Forks Water & Light

YOUR HOMETOWN UTILITY SINCE 1909

Why give to HeatShare?

When you give to HeatShare, you are helping warm the lives of the elderly, disabled and others who have nowhere else to turn. HeatShare is a last resort for many who have no other resources available to safely get them and their families through the winter.

Administered by The Salvation Army, HeatShare is a voluntary program that helps the needy survive our long, Minnesota winters by providing funds for heating bills and heating-related repairs.

Who benefits from HeatShare?

- Senior citizens 55 years of age or older with low, fixed incomes and no alternate source of help.
- Those disabled by physical limitations and/or health problems, restricting their ability to maintain income to cover energy bills adequately.
- Those who have had an unexpected emergency within the last 12 months and as a result of the emergency cannot pay energy costs.
- Those who meet income guidelines and have received or applied for all other possible public funds.

Who supports HeatShare?

Hundreds in your community help with HeatShare • Your neighbors • Your friends • People in big cities and corporations • People in small towns and self-owned businesses.

And you can help give the gift of heat, too, by sending a tax deductible contribution with the form on the back of this brochure. HeatShare is one way a small gift of kindness can make a big difference in someone else's life • ***And you can make that difference!***

How else can HeatShare help?

- Energy Conservation and Education
- Budget Counseling
- Financial Assistance
- Family Counseling
- Social Service Information and Referrals

Your contribution will be used for those in need in East Grand Forks.



For financial assistance, call The Salvation Army at 800-842-7279.

For information about contributions, call: Salvation Army - DHQ 651-746-3542
www.thesalarmy.com

Yes, I want to contribute to HeatShare!

Yes! I want to give my neighbors the gift of heat this winter season.

I am making a one-time gift of:

\$ _____

Name _____

Address _____

City/State/Zip _____

Signature _____

Utility _____

Account Number _____

Date _____

Please make check payable to HeatShare. Enclose your donation and this form along with your utility payment.

Your gift will be used to benefit those in need in East Grand Forks.

