

Water and Light News



EAST GRAND FORKS WATER AND LIGHT

Fall 2013

Customer Survey Results

In July, we collected customer feedback through a Survey. We were pleasantly surprised by the number of responses and would like to thank all of you that took the time to complete it.

There were a few issues that came up in the customer comments that we would like to address.

*Thank
You!*

SPRINKLING RATE

The “sprinkling rate” begins each year with the May meter readings and continues through the September readings. In the spring we figure each customer’s winter average water consumption, then



during the sprinkling rate months, we only bill sewage on the winter average and no sewage on the water used over the winter average. We assume that any water used over the winter average is probably being used for sprinkling.

PAYMENT METHODS

There were a few questions regarding Online Payments and Automatic Bank Drafts.

To use our **online payment** site, go to our website, www.waterandlight.info and click on “Make A Payment” in the left column. You will

be directed to a different site and will need to sign in using the information from your utility bill. It is necessary to login monthly, as it is not an option to set up automatic payments on your credit card.

We can also set up **Automatic Bank Draft**. Just come into our office at 600 Demers Ave with a voided check and we will sign you up.



RETURN ENVELOPES SIZE

The return envelopes are smaller than the payment stub because we need to accommodate the inserting machine we use to mail out the bill.

Cold Weather Rule Annual Notice to All Residential Customers

The Minnesota Cold Weather Rule is designed to protect people who may have trouble paying their utility bills in the winter. The Minnesota Cold Weather Rule applies from October 15 to April 15. The rule means that your utility cannot disconnect your residential electric service during the winter if the customer meets the following requirements:

1. Disconnect would affect the primary heat source.
2. Customer has declared inability to pay on the form provided by the utility.
3. Customer’s total household income is less than 50% of the state median income.
4. Customer’s account must be 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.

Please contact the East Grand Forks Water and Light Department at 773-1163 for more information on the above.

CFL Bulb Recycling

WE HAVE TWO CFL BULB RECYCLING SITES.

1. IN THE LOBBY OF OUR BUSINESS OFFICE IN CITY HALL—600 DEMERS AVE.
2. INSIDE THE MAIN ENTRANCE OF OUR DISTRIBUTION SERVICE CENTER AT 1010 5TH AVE NE.

THIS IS A FREE SERVICE FOR OUR CUSTOMERS. (ONLY FOR SCREW IN CFLS, NOT FLUORESCENT TUBES)

MISCELLANEOUS FEES

We know that customers have questions about the flat fees on their utility bill.

Please see the “Sample Bill” on the back of this newsletter for an explanation of those fees.



SAMPLE BILL WITH EXPLANATION OF FEES



East Grand Forks Water and Light

P.O. Box 322
 East Grand Forks, Minnesota 56721
 (218)773-1163

Your Hometown Utility Since 1909

Account Number:
 Service Address:
 Due Date: 8/12/2013
 Current Amount Due: 157.84

Amount Enclosed:

E GRAND FORKS, MN 56721-1052



Please return the top portion with your payment.

WATER & LIGHT DEPARTMENT

PO Box 322
 East Grand Forks, MN 56721 218-773-1163

Customer Name
 Service Address:
 Account Number
 Billing Period 6/20/2013 to 7/20/2013 (30 days)
 Billing Date 7/29/2013

Meter reading dates

	DATE	AMOUNT
Previous Balance		129.35
Payment Received	07/16/2013	129.35
Penalty Applied		0.00
Adjustments		0.00
Balance as of	7/29/2013	0.00
Current Charges	7/29/2013	157.84
BALANCE DUE		157.84

A PENALTY OF 10% OF THE CURRENT ELECTRIC AND WATER CHARGES WILL BE APPLIED IF NOT PAID BY THE ABOVE DUE DATE.

CURRENT CHARGES

Meter Type	Meter No	Prev Read	Curr Read	Cons	Mult	Billed Cons	Usage Chg	Fixed Chg	Tax	Monthly Subtotal
Res Water 5/8"	12457980	923	927	4		(Gallons) 4000	23.20	8.00	0.00	31.20
Res Swg 5/8"							18.08	12.00	0.00	27.08
Res Elec General	12620	38333	38926	593		(kWhs) 593	50.99	7.75	4.04	62.78
Franchise Fee							4.45	0.00	0.31	4.76
Energy Adjustment							0.55	0.00	0.04	0.59

These fixed charges include the costs of metering and billing your services and a portion of the cost of maintaining the lines and facilities needed to serve you.

OTHER CHARGES

Garbage	11.75
Res Garb Tax	1.15
Street Light	4.50
Yard Waste Card	2.00
Bug Control	1.00
Storm Sewer/Flood Protection	4.50
MDH Drinking Water Fee	0.53
Greenway Maint Fee	1.00
Rescue Unit Fee	5.00
TOTAL CURRENT CHARGES	\$157.84

The Franchise Fee portion of your bill transfers directly to the City's General Fund. Similar to the Franchise Fee on cable TV and natural gas.

The Energy Adjustment is to account for wholesale electric costs that fluctuate up and down month by month.

CURRENT AMT	OVER 30 DAYS	OVER 60 DAYS	OVER 90 DAYS	AMOUNT DUE
157.84	0.00	0.00	0.00	157.84

This area will have important messages periodically.