

Water and Light News



EAST GRAND FORKS WATER AND LIGHT

April 2014

Call 811 Before You Dig

The safest and only legal way to dig is to know what's below the ground before your shovel or equipment moves any dirt. Even small projects like planting a shrub require you to make advance arrangements before digging. Your advance call to 811 helps you learn which buried utility-owned facilities are nearby before you turn the earth.



Know what's below.
Call before you dig.

Your call to 811 connects you with Minnesota's "One-Call Center", which arranges, at no cost to you, for utilities like the Water and Light to locate and mark our buried utilities in your dig area. Professionals will come out to locate utilities and mark all the utilities in your dig area.

After you call 811:

- ⇒ Mark the area where you'll dig with white paint or flags
- ⇒ Wait the required time before digging to allow time for all utilities to be located.
- ⇒ Respect the marks—colored flags, paint or stakes—that indicate a buried line.

⇒ Then dig with care. Avoid digging near the marks; if you must dig close to the marks, dig by hand.

- Electric
- Gas-Oil-Steam
- Communication CATV
- Water
- Reclaimed Water, Irrigation
- Sewer
- Temporary Survey Markings
- Proposed Excavation

**REMEMBER,
IT'S THE LAW!
CALL 811!**

Need Help Paying A Bill?

WE COULD ALL USE A LITTLE HELP FROM TIME TO TIME. THERE ARE SEVERAL OPTIONS FOR THOSE HAVING TROUBLE MAKING ENDS MEET. THE FOLLOWING AGENCIES MAY BE ABLE TO ASSIST WITH PAYMENT OF UTILITY BILLS:

TRI-VALLEY OPPORTUNITY COUNCIL—LOW INCOME ENERGY ASSISTANCE PROGRAM: (866) 264-3729

POLK COUNTY SOCIAL SERVICES:
(218) 773-2431

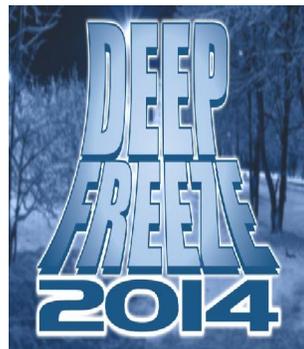
SALVATION ARMY—HEATSHARE:
(701) 775-2597

ST. JOSEPH SOCIAL CARE
(701)795-8614

The Winter That Wouldn't End!

According to the Minnesota DNR the period from December 1—February 28 was ranked as the 4th coldest of the 119-year modern climate record. That is why utilities throughout Minnesota and North Dakota experienced freezing water lines. This has historically not been a problem for the EGF Water and Light for as long as the current employees can

remember, and that goes back 25-30 years.



The distribution staff took the proactive approach and did a press release asking any concerned residents to call and find out if their water lines were vulnerable to freezing. This worked very well for our staff and customers.

Kudos to our distribution staff for their foresight and diligence in finding a solution for our community.

Take pride in being a public power community.
We take pride in serving you.

Door-Hanger Notices

THE EAST GRAND FORKS WATER AND LIGHT WOULD LIKE TO NOTIFY CUSTOMERS THAT BEGINNING IN JUNE 2014, WE WILL NO LONGER BE LEAVING DOOR-HANGER NOTICES FOR PAST DUE BILLS. CUSTOMERS WITH PAST DUE BALANCES WILL RECEIVE A NOTICE ON THEIR BILL AND A NOTICE IN THE MAIL WITH THE DISCONNECT DATE. IF YOU WANT TO MAKE PAYMENT ARRANGEMENTS, PLEASE CALL AS SOON AS YOU RECEIVE YOUR BILL OR THE MAILED NOTICE.

Your Hometown Utility Since 1909

EAST GRAND FORKS WATER AND LIGHT

600 Demers Ave
East Grand Forks, MN 56721

Phone: 218-773-1163
Fax: 218-773-6127
www.waterandlight.info

We're On The Web:
www.waterandlight.info

Air Conditioner Tune-up Rebate

With spring finally here, it won't be long before we will need to start using our air conditioners. Remember that the Water and Light has a rebate for customers who get their central air conditioners tuned up. You can receive a rebate up to \$60 every 2 years when you have a licensed technician do your tune-up.

Come into our office to pick up an application, or go to our website at:

www.waterandlight.info and print one.

You will want to have the application available when the technician is doing the tune up because the technician needs to fill out and sign the application.



Minnesota Municipal Power Agency and the Science Museum of Minnesota Visit East Grand Forks 4th Graders



East Grand Forks Water and Light is a member of the Minnesota Municipal Power Agency (MMPA) and purchases power from them.

MMPA has a power plant in Faribault, MN called the Faribault Energy Park. This is a 300 MW combined-cycle facility and was built as a model of environmental responsibility and innovation. The result is an efficient and beautiful facility that has been welcomed as a long-



term asset to the community and a good environmental neighbor.

MMPA hosts educational events for the 4th graders from its 12 member cities at Faribault Energy Park. Because our students are so far away and could not participate in the event at the Energy Park, MMPA decided to bring the event to them.

They teamed up with the Science Museum of Minnesota and presented a program focusing on different sources

of energy and how we can be more energy efficient. The students found out how much energy it takes to power a light bulb by becoming the source of energy, using a pedal bike generator!

The students were very involved in the event and had a great time by volunteering for many of the demonstrations.

Thank You MMPA and Science Museum of MN!

