



## ***IMPORTANT INFORMATION***

### **TELEPHONE NUMBERS**

Many customers have not provided a home phone number or e-mail address. Please check the phone number and/or e-mail listed on the bottom of your statement; make any corrections, please provide a phone number or e-mail address if none is listed.

Courtesy notices are mailed to remind customers when the utility account is delinquent and/or subject to disconnection. If your e-mail address is on file, a courtesy notice will be transmitted as well.

### **PAYMENTS MADE IN PERSON, BY MAIL, OR NIGHT DROP**

To assure accurate credit to your account, please include your payment stub (*located on the bottom portion of your bill*) when making a payment.

### **ACCESS TO METERS BY METER READERS**

Meter readers continue to have difficulty with dogs that are not restrained and locked gates when they attempt to read the meter. Please be aware that it is the customer's responsibility to unlock gates and/or to provide safe access for the meter reader.

If your utilities are required to be disconnected at the pole because dogs are not restrained or meters that are not accessible, the cost for the reconnection will be an **additional \$40.**

### **WHAT IS THE BPCA ON MY ELECTRIC BILL?**

The City charges a flat base rate for the number of kilowatt hours you consume each month. The residential base rate of \$.087 per kilowatt hour (equals \$87.00 for 1000 kwh) remains the same from month to month. The commercial rate also remains the same from month to month. When the rate the City has to pay the power supplier is more than this base rate, the customer's bill is adjusted by the difference in the base rate and what the City has to pay for the power. This is called the BPCA (Bulk Power Cost Adjustment). This adjustment will vary from month to month depending on what it costs to generate the power during that particular month and this depends greatly on what oil/gas prices are at the time. Filling up your car at the gas pumps has increased, so too, has the cost to produce power. The City is attempting to control energy prices for its customers; however the oil/gas price increases are beyond the City's control. **The increase in the BPCA is NOT additional income for the City.**

Please visit our website at [www.greencovesprings.com](http://www.greencovesprings.com) to view energy conservation tips and news about our community.

### **LATE FEES**

Any utility account that is not paid by the **due date** will be charged a late fee of 5% of the bill, with a minimum fee of \$5 and maximum of \$500.

*Those accounts that are penalty exempt because the account holder is 65 years old or older and/or who are totally and permanently disabled and receive disability benefits still remain penalty exempt.*

If you have any questions regarding this information or other City matters, please call us at 904.297-7500.