

UTILITY CUSTOMER FACT SHEET

1. **YOUR MONTHLY UTILITY BILL** includes charges for electricity, water, wastewater treatment (sewer), refuse/treatment, refuse drop charges, finance charges (if applicable), landfill charges, and sales tax.

2. **MINIMUM MONTHLY CHARGES** (effective July 1, 2011) are as follows:

| | | | |
|--------------------------------------|-----------------------|--------------------------------|-----------------------|
| Electricity: | \$21.25 | for 0 through 150 kWh consumed | |
| Water: | \$23.71 | | |
| Wastewater Treatment: | \$38.53 | | |
| Refuse | <u>90 gal/\$42.00</u> | <u>tub/\$38.00</u> | <u>32 gal/\$25.00</u> |
| | \$125.49 | \$121.49 | \$108.49 |
| Sales Tax (at 6%): | <u>\$7.53</u> | <u>\$7.29</u> | <u>\$6.51</u> |
| Total Minimum Monthly Charge: | \$133.02 | \$128.78 | \$115.00 |

3. **ELECTRICITY RATE SCHEDULE** is as follows:

| | |
|--|--|
| Residential: | First 200 kWh @ \$0.1417 cents/kWh; 200 kWh to 1000 kWh @ \$0.0801 cents/kWh; over 1000 kWh @ \$0.0918 cents/kWh; |
| Commercial, Industrial, and Government: | First 500 kWh @ \$0.1417 cents/kWh; 501 kWh to 10,000 kWh @ \$0.0903 cents/kWh; 10,001 kWh to 100,000 kWh @ \$0.0850 cents/kWh; over 100,000 kWh @ \$0.075 cents/kWh; |
| Demand: | First 25 kWh @ no charge; over 25 kWh @ \$3.90/kWh; |
| Harbor*: | First 150 kWh @ \$0.1417 cents/kWh; all additional kWh @ \$0.0953 cents/kWh |

*Note: There is a risk of unauthorized persons using electricity in the harbors. You are responsible for all the kWh used; therefore, you may want to secure your meter. Meters must be accessible to City and Borough Utility employees at all times.

4. **MONTHLY BILLING PERIOD, BILLING DATE, AND DUE DATE** are as follows:

(Note: Your billing cycle is listed on your statement near the service address, cyc##)

| | | |
|-----------------|------------------------|---|
| Cycle 1: | Billing Period: | 7 th of month through 6 th of next month |
| | Billing Date: | Approximately 10 th of each month |
| | Due Date: | 30 days from billing date, approximately 10 th of each month |
| Cycle 2: | Billing Period: | 14 th of month through 13 th of next month |
| | Billing Date: | Approximately 17 th of each month |
| | Due Date: | 30 days from billing date, approximately 17 st of each month |
| Cycle 3: | Billing Period: | 21 st of month through 20 th of next month |
| | Billing Date: | Approximately 24 th of each month |
| | Due Date: | 30 days from billing date, approximately 24 th of each month |
| Cycle 4: | Billing Period: | 28 th of month through 27 th of next month |
| | Billing Date: | Approximately 31 st of each month |
| | Due Date: | 30 days from billing date, approximately 31 st of each |

5. **DEPOSITS** are required on each account as follows:

| | |
|-----------------------|--|
| Commercial: | \$200.00 |
| Residential: | \$150.00 |
| 32 gal refuse: | \$50.00 |
| Harbor: | \$50.00 |
| Liveaboard: | \$100.00 |
| Construction: | 85% of estimated cost prior to scheduling projects |

Deposits are refunded after one (1) year if account is in good standing (without any penalties). Deposits are transferable from one location to another. A \$10.00 connection service charge will be on your next bill. Deposits earn interest until refunded. When electrical service is disconnected, you will be charged a \$10.00 service fee. Your deposit and accrued interest will be applied towards your final bill if deposit and accrued interest have not already been refunded. Drivers License and social security number will be requested for notation and for identification purposes.

6. **DISCONNECT** notices are sent fifteen (15) days after your due date. If you have a problem either with your bill, or making payments on your account, you must contact the Utility Customer Service Department. You are responsible for the bill whether you receive it in the mail or not. If you have not received your bill after a reasonable length of time, please contact the Utility Customer Service Department and we will furnish you with the needed information. We will make every effort to get your bill to you; however, if we are unable to do so, we will disconnect service until the problem has been resolved. If your power is disconnected for nonpayment of a bill, you must pay the bill in full plus a reconnect charge of \$20.00 plus tax for a reconnect during normal working hours of 8:00 a.m. to 4:00 p.m., or an after hours reconnect charge of \$200.00 plus tax. After payment of outstanding charges and the reconnect fee, your power will be restored as soon as possible. Past due balances will be assessed a one (1) percent per month (twelve (12) percent per year) interest charge.
7. **VACATION RATES - RULES:** Only personal residential accounts are eligible for vacation rates. Commercial accounts will not receive vacation rates. Vacation rates are only allowed for a minimum period of 30 days to a maximum period of 4 months. A customer must apply prior to vacation and for only one vacation period in a 12 month span. Billings for vacation periods will be 25% of the normal utility billing other than electricity. There is no vacation rate on electrical billing. There will be a \$10 service fee charged to accounts receiving vacation rates. Vacation rate credits will be applied during the billing cycle immediately following the end of the vacation period.
8. **IF YOU HAVE ANY FURTHER QUESTIONS,** or if we can be of assistance, please feel free to contact the Utility Customer Service Department as follows:

**CITY AND BOROUGH OF SITKA
UTILITY CUSTOMER SERVICE DEPARTMENT**

100 Lincoln Street, Room 102
Sitka, Alaska 99835
Telephone: (907) 747-1800 or 747-1818
Fax: (907) 747-4779

If you have any questions concerning your refuse pickup please contact:

STRAGIER SANITATION, INC.

220 Smith Street
Sitka, Alaska 99835
Telephone: (907) 747-5669