CITY OF SITKA UTILITY CUSTOMER FACT SHEET

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

2. **MINIMUM RESIDENTIAL MONTHLY CHARGES** are as follows:

(5% sales tax)

		Customer Charge	
Electricity:	$22.60		
Water:	$66.91		
Wastewater Treatment:	$89.79		
Refuse	96 gal/$80.72	tub/$73.03	48 gal/$48.05
	$260.02	$252.33	$227.35
Sales Tax (at 5%):	$13.00	$12.62	$11.37
Total Minimum Monthly Charge:	**$273.02**	**$264.95**	**$238.72**

3. **ELECTRICITY RATE SCHEDULE** is as follows: (November-April)

Residential: All kWh @ $0.1371 cents/kWh.
($22.60 Customer Charge + Consumption)

Harbor*: All kWh @ $0.1371 cents/kWh.
($20.48 Customer Charge + Consumption)

*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 always accessible to City and Borough Utility employees.

General Service- Small: restaurants, retail shops, churches.

All kWh @ $0.1347 cents/kWh
($71.00 Customer Charge + Consumption)

Demand: First 25 kW @ No Charge
Over 25 kW @ $6.71 per kW

General Service- Large: grocery stores, seafood processing, industrial users.

All kWh @ $0.1656 cents/kWh
($510.00 Customer Charge + Consumption)

Demand: First 25 kW @ No Charge
Over 25 kW @ $6.72 per kW

General Service- Public Authority: schools, tribal government, other public government buildings.

All kWh @ $0.1678 cents/kWh
($161.00 Customer Charge + Consumption)

Demand: First 25 kW @ No Charge
Over 25 kW @ $6.72 per kW

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

Commercial:	$350.00
Residential:	$250.00
48-gal refuse:	$50.00
Harbor:	$75.00
Liveaboard:	$100.00

Deposits are refunded after one (1) year if the account is in good standing (without any penalties). Deposits are transferable from one location to another. Deposits earn interest until refunded. There will be a $10.00 service charge for establishing a new account and transferring an existing account to a new location. **When electrical service is disconnected or connected, you will be charged a $50.00 fee.** Your deposit and accrued interest will be applied towards your final bill if the deposit and accrued interest have not already been refunded. **Driver's License and social security number will be requested for notation and for identification purposes.**

5. **MONTHLY BILLING PERIOD, BILLING DATE, AND DUE DATE** are as follows:
(Note: Your billing cycle is based on your location.)

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

6. **DISCONNECT** notices are sent fifteen (15) days after your due date. If you have a problem either with your bill, or making payments to your account, you must contact the Credit Manager (907-747-1859). **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 the 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 $100.00 plus tax for a reconnect during normal working hours of 8:00 a.m. to 4:00 p.m**., or an afterhours reconnect charge of $500.00 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 as one (1) percent per month (twelve (12) percent per year) interest charge.

7. **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) 747-1818
Payments: (907) 312-2934
Fax: (907) 747-4779
Email: utilities@cityofsitka.org

If you have any questions concerning your garbage pickup, please contact:

Alaska Waste
220 Smith Street, Sitka, Alaska 99835
Telephone: (907) 747-5669 or (907) 780-7800
juneau@akwaste.com