



SHAKOPEE PUBLIC UTILITIES

“Lighting the Way – Yesterday, Today and Beyond”

Monthly Disconnection of Service for Non-Payment Policy

Billing Overview

Depending on where customers live within the Shakopee Public Utility (SPU) service territory, the utility bill will include both Electricity and Water supplied by SPU, as well as city Sewer and Storm Drainage charges – or some combination of these charges. The total amount due on the billing statement is the collective sum of these individual services. All services are billed in arrears.

SPU manually reads electric and water meters within our service territory and is currently on a once-monthly billing cycle. Every effort is made to keep cycles within a range of 28-35 days each month for more consistent billing for our customers.

All SPU customer bills are due in full on the 15th of every month. If the 15th falls on a weekend or a recognized holiday, bills will be due the next business day.

Payment options:

- By mail (do not mail cash)
- 24/7 secure drop box located at 255 Sarazin Street, Shakopee (do not deposit cash)
- Online at www.spucweb.com A \$3.95 convenience fee is charged for this service per \$300 transaction.
- By phone at 1-855-381-2688. A \$3.95 convenience fee is charged for this service per \$300 transaction.
- At the SPU Service Center at 255 Sarazin Street, Shakopee, Mon-Fri, 7:30 am – 4:00 pm
- ACH Auto Bill Pay – a convenient and free service

Disconnection Practice and Communications

Because our services are billed in arrears and we strive to manage energy costs for all customers, all account balances are due in full each month. If full payment is not received by the due date a 5% penalty will be assessed on the current month's amount due. If full payment is not received within 10-14 days following the due date, a written communication will be mailed to the affected customers as a reminder of the past due payment.

This letter will indicate the amount past due, the date payment must be received by, what will happen if the payment is not received by that date, and what is needed to reconnect service should service be disconnected. All customers receive the same letter with the same information – all dates and fees are consistent for all customers. Only the past due amount varies from customer to customer. See example to follow.

Approximately five to six weeks exist between the original bill due date and the risk of disconnection. During this timeframe, customers are able to avoid disconnection by paying the past due balance or by contacting SPU to setup a mutually-agreed upon payment plan, if they are unable to pay the full past due balance.

Monthly disconnection of service occurs only if customers have failed to pay the prior month's past due amount or have not proactively setup a payment plan (if needed) prior to the communicated disconnect date.

NOTE: If a payment plan is established with a customer, all payments are due on the dates and in the amounts mutually agreed to by both parties. Failure to follow the payment plan agreement will result in disconnection of service.



SHAKOPEE PUBLIC UTILITIES COMMISSION

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NOTICE OF DISCONNECT
SHAKOPEE PUBLIC UTILITIES

Date 02/28/2017
Account No.
Location No.
S/Add

***** Did You Forget To Pay Your Utility Bill? *****

Our records show we have not received your FEB.15th payment.
If you recently made this payment, please disregard this letter.

The past due amount must be paid in full or a payment plan for your
account balance must be setup by 4:00 p.m., MONDAY, 03/20.
Failure to do so will result in disconnection of service beginning

7:30 AM ON TUESDAY, MARCH 21ST, 2017

In the event you are disconnected, the complete past due balance and a
reconnection fee of \$100 must be paid before service is reconnected.

Payment Options: MAIL: PO Box 470. Shakopee, MN 55379
ONLINE: spucweb.com PAY BY PHONE: 1-855-381-2688
24 HR DROP BOX: 255 Sarazin Street IN PERSON: SPU Office

Billing Questions or Payment Plans:
SPU Billing Dept 952-345-2482 (M-F, 7:30 am to 4:00 pm)

PLEASE BE AWARE THE POTENTIAL EXISTS FOR FROZEN PLUMBING DUE TO
ELECTRIC SERVICE DISCONNECTION.

Detach here and include this portion with payment. Keep upper portion for your records.



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P.O. BOX 470 • 255 SARAZIN STREET
SHAKOPEE, MINNESOTA 55379-0470
952-445-1988 • FAX: 952-445-7767

Notice of Disconnection

Location No.
Service Address

Amount Due \$162.48

Account No.

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