



# Power Lines

Fall 2013

A Quarterly Publication for Shakopee Public Utilities' Residential Customers

## contact SHAKOPEE PUBLIC UTILITIES

Business Office . . . . .952.445.1988  
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 customerservice@shakopeeutilities.com  
 Past Due Accts . . . . .952.345.2482  
 Street Light Outage . .952.345.2473  
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## SPU OFFICE HOURS

Monday-Friday: . . . . .7:30 a.m.-4:00 p.m.

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## Preventing Frozen Water Pipes

by Lon Schemel, SPU Water Superintendent

There are three things that lead to the majority of frozen water pipes:

1. Sudden drops in temperature.
2. Inadequate or no insulation where needed.
3. Thermostat set too low.

### In the Fall

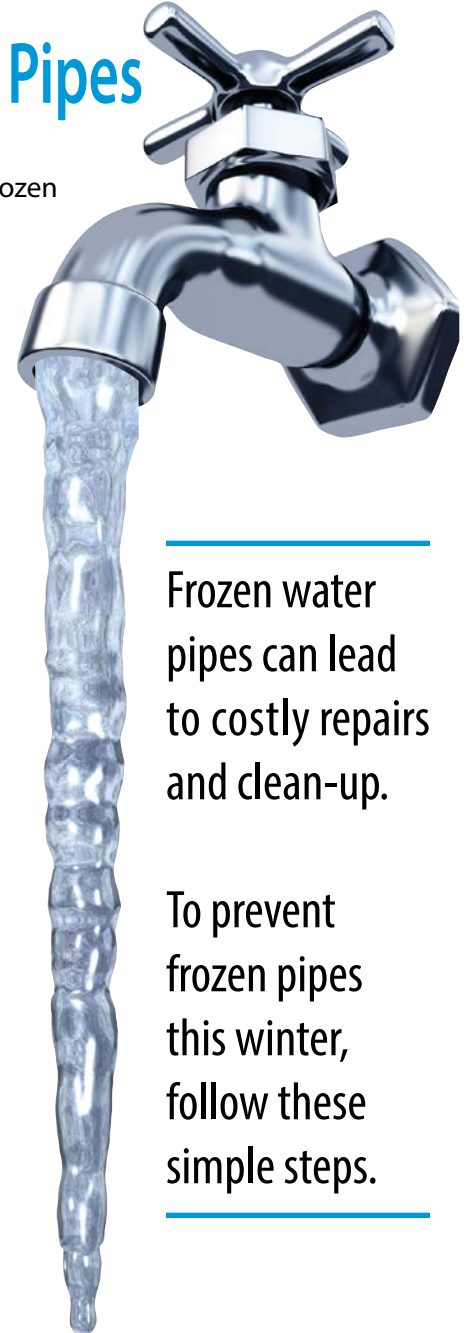
- » Insulate your water pipes in unheated areas of your house. Crawl spaces and attics are likely areas where pipes could freeze.
- » Heat tape can be used to protect pipes. Read the packaging and follow the manufacturer's directions.
- » Seal leaky areas that allow cold air to come into unheated areas near your water pipes.
- » Disconnect garden hoses and turn off the valves to the outside connections, if possible, and drain the water to all outside spigots.

### In the Winter

- » During extreme cold, it could be beneficial to allow warm and cold water to drip from any faucets near an outside wall.
- » Be careful about turning your heat down at night or while you're away. If it's set too low, water pipes located on outside walls or uninsulated areas could be in danger of freezing. Place a thermometer near water pipes in questionable areas to gauge how cold it gets during set-back periods on your thermostat.
- » Open cabinet or closet doors that conceal water pipes. Especially on outside walls.

### During Winter Vacations

- » Do not set the thermostat lower than 55°.
- » Ask a friend or neighbor to check your house each day to make sure that your furnace is working.
- » Consider shutting off the water and draining the pipes for extended vacations. Contact a plumber for the details if you are not sure of the procedure.



Frozen water pipes can lead to costly repairs and clean-up.

To prevent frozen pipes this winter, follow these simple steps.



## Automatic Bill Pay Enrollment

Residential & Commercial Customers

### Customer Information:

SPU Billing Account No.:

|                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |   |                      |                      |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|---|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | - | <input type="text"/> | <input type="text"/> |
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Location #: \_\_\_\_\_

\_\_\_\_\_

residing at \_\_\_\_\_

\_\_\_\_\_

I authorize Shakopee Public Utilities to perform the necessary applications for payment of my utility bill through automatic payment from my checking or savings account. I understand this is based upon approval, with a minimum of a one year satisfactory payment history. I understand I will continue to receive a monthly statement itemizing the current charges for the month. I also understand I must attach a VOIDED CHECK FROM MY CHECKING ACCOUNT OR A DEPOSIT SLIP FROM MY SAVINGS ACCOUNTS to this application and MAIL or FAX it to Shakopee Public Utilities.

I understand that a \$35 charge will be added to my SPU bill in the event there is non-sufficient funds in my account.

\_\_\_\_\_

Bank Name

\_\_\_\_\_

Bank Telephone Number

\_\_\_\_\_

Bank Address

\_\_\_\_\_

City, State, Zip Code

\_\_\_\_\_

Account Number

\_\_\_\_\_

Routing Number

\_\_\_\_\_

Customer Signature

\_\_\_\_\_

Date

### For Shakopee Public Utilities Use

\_\_\_\_\_

Authorized Signature

\_\_\_\_\_

Date

## Automatic Bill Pay makes paying your utility bill a cinch!

### It's Easy

Automatic Bill Pay is a simple way to have your utility bill automatically deducted from your checking or savings account each month. It's an electronic funds transfer system that saves you the trouble of writing checks and buying stamps.

It's easy to sign up. Just complete the authorization form below, attach a voided check (for checking accounts) or a deposit slip (for savings accounts), and fax the authorization form to 952.445.7767 or mail it to:

SPU Billing Department  
PO Box 470 • Shakopee, MN 55379

Once you're enrolled in Automatic Bill Pay, you'll continue to receive your SPU statement at your usual billing time. Please continue to pay your bill by check/cash until you receive written notification from SPU letting you know when ACH will become effective.

### It's Convenient

Once Automatic Bill Pay is confirmed, the payment will be transferred from your account on the due date, so there's never a late fee!

### It's Free

This is a free service. SPU does not charge you for automatic payments.

## Relax

Knowing your bill is paid

- Each month, your utility bill payment will be automatically deducted from your checking or savings account.
- You still receive an itemized SPU statement for your records.
- Your payments will be recorded on your bank statements.
- If you have a question about your bill, simply call the number shown on your statement.
- You can stop any withdrawal by notifying us five days before the anticipated withdrawal date.
- You may discontinue your participation in the Automatic Bill Pay program at any time by contacting us.



## Cold Weather Rule

The Minnesota Cold Weather Rule was established by the Minnesota Legislature and the Public Utilities Commission to protect residential customers from electrical service disconnection between Oct. 15 and Apr. 15.

Cold Weather Rule protection is **ONLY** available if all three of the following conditions exist:

1. The disconnection would affect your primary heating source;
2. Your household meets Cold Weather Rule payment plan guidelines;
3. You and Shakopee Public Utilities enter into a mutually agreed-upon payment plan.

**The Cold Weather Rule does not forbid all winter disconnections.** If you receive a Notice of Proposed Disconnection this winter, **you must act immediately.** If you choose not to assert your rights, or if you choose not to enter into a mutually agreed-upon payment plan, your service may be disconnected.

If you receive a Notice of Proposed Disconnection, you will also receive:

- information about your rights and responsibilities under the Minnesota Cold Weather Rule
- details on payment plans and how to avoid disconnection
- information about ways to reduce energy use
- a Third Party Notice Request form
- a list of agencies that help pay utility bills
- a list of weatherization providers

If you are in need of energy assistance, SPU recommends you contact one of the following energy assistance providers.

### CAP Agency (LIHEAP)

www.capagency.org ..... 952.496.2125

### Salvation Army - HeatShare

www.heatshare-mn.org..... 651-322-3510

### Scott County Human Services

#### Fuel Assistance

www.co.scott.mn.us ..... 952.445.7751

Visit [www.spucweb.com](http://www.spucweb.com) for complete details. Applications for Cold Weather Rule protection are available at the SPU Service Center, or call 952.345.2482 to request an application be mailed to you.

# Save Energy

## Increase the Efficiency of Your Refrigerator



Refrigerators and freezers use more electricity than any other single household appliance – approximately 4% of the average American household's electric bill. You can improve your refrigerator's efficiency by following a few simple steps. These measures can also lengthen the life of your refrigerator.

**Step 1 - Perform the Dollar Bill Test.** Leaky doors let cold air escape, making the refrigerator work harder. After washing the seals of your refrigerator with warm, soapy water (and allowing them to dry), close the door on a dollar bill. A well-sealed door will hold tight to the money. If the dollar bill falls out or can be easily slid around, it may be time to replace the door gasket.

**Step 2 - Measure Up.** To allow the heat generated by the compressor and coils to escape, there must be a 2-inch clearance around the appliance. Measure the space between the refrigerator and the counters, cabinets, and/or surrounding walls.

**Step 3 - Take Cover.** Cover food inside the refrigerator to prevent moisture from causing the compressor to over work.



## WAYS to PAY with online bill pay

Debit Card • Credit Card • Electronic Check

SPU customers have an option to pay their bill by debit card, credit card or electronic check. Credit cards accepted include Visa, Master Card, Discover and American Express.

Paymentus, an independent third-party automated service, will charge a \$3.95 service fee for handling and processing the payment. SPU does not receive any portion of the service fee. (Only payments made through Paymentus will incur a fee. Automatic Bill Pay will continue to be a free service.)

To pay your bill online, visit [www.spucweb.com](http://www.spucweb.com), and click on the *Online Bill Pay* button. You will be redirected to Paymentus' secure website.

To make a payment, you'll need:

- Your SPU account number. (Your account number can be found on your most recent billing statement.)
- Your credit card, debit card or checking account information.
- The amount due on your SPU statement.

This service is also available by phone. Simply call 1-855-381-2688.

[www.spucweb.com](http://www.spucweb.com)

Online Bill Pay

For bill pay by phone, call 1-855-381-2688





# CELEBRATE PUBLIC POWER

AN AMERICAN TRADITION THAT WORKS

## Customer Appreciation Open House

Oct. 7-11 • 11 a.m. – 2 p.m.

Shakopee Public Utilities • 255 Sarazin Street • Shakopee, MN

Daily  
Drawing  
Stop In & Enter

### in this ISSUE

|  | Page |
|--|------|
| Preventing Frozen Water Pipes . . . .                                      | 1    |
| Automatic Bill Pay . . . . .   | 2    |
| Cold Weather Rule . . . . .  | 3    |
| Save Energy. Save Money. Increase<br>the Efficiency of Your Refrigerator . | 3    |
| Online Bill Pay . . . . .  | 3    |
| The Spotlight's on<br>Eric King and Nick Kochlin . . . . .                 | 4    |



**Shakopee Public Utilities**  
"Lighting the Way—Yesterday, Today and Beyond"

255 Sarazin Street • P.O. Box 470 • Shakopee, MN 55379  
Phone: (952) 445-1988 • Fax: (952) 445-7767 • www.spucweb.com

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OWATONNA, MN  
PERMIT 110

## The Spotlight's on... Eric King and Nick Kochlin, Electric Service Department

Eric King and Nick Kochlin recently joined SPU's Electric Service Department – Eric as an Electric Service Journeyman and Nick as an Electric Service Apprentice.

The electric department is responsible for constructing and maintaining overhead and underground electric service lines to SPU's customers. If you have a power outage, you may find Eric and Nick working hard to correct the issue. As electric service workers, Eric and Nick are also responsible for ensuring that Shakopee's streetlights are properly maintained, as well as metering and connecting new customers to SPU's power system.

"I enjoy working in the community where I live," said Eric, who is originally from Duarte, California, but has been a Shakopee resident for 13 years. "I like the variety of responsibilities. Every day is different," Eric added. Eric and his wife, Amy, have three sons who are 9, 12, and 13 years old. In his spare time, Eric enjoys coaching his sons' basketball, football, and baseball teams. He also enjoys working out.



Eric King

### Fast Fact

SPU maintains 245 miles of underground high voltage primary electric cables and 96 miles of high voltage overhead electrical lines.

Nick, who is a lifelong resident of Jordan, MN, also appreciates the variety of work his job offers. "I like being outside every day and interacting with SPU customers," Nick said. In his spare time, Nick enjoys hunting, fishing, and simply being outdoors.



Nick Kochlin