



Spring 2013

# Power Lines

A Quarterly Publication for Shakopee Public Utilities' Residential Customers

## contact SHAKOPEE PUBLIC UTILITIES

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## SPU OFFICE HOURS

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

## SPU BOARD OF COMMISSIONERS

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Reliable Public Power Provider

## SPU Earns RP<sub>3</sub> Award

Shakopee Public Utilities recently received a Platinum Level Reliable Public Power Provider (RP<sub>3</sub><sup>®</sup>) award from the American Public Power Association. Awards are earned in three levels: Gold Level, scoring 80-89 percent, Platinum Level, scoring 90-99 percent, and Diamond Level, scoring a perfect 100 percent.

By demonstrating a high level of safe and reliable electric service through sound business practices in four key disciplines, SPU was one of 184 of the nation's 2000 public power utilities to earn a Reliable Public Power designation. The four key disciplines include:

- ◆ Reliability;
- ◆ Safety;
- ◆ Work Force Development;
- ◆ and System Improvement

"It's an honor to be recognized on a national level for work we're doing locally," said John Crooks, SPU's Utility Manager. "Achieving the Platinum Level designation is acknowledgement of the support and leadership of our board of commissioners, as well as the hard work and dedication of our employees."

The RP<sub>3</sub> award is valid for two years.

APPA is the national organization representing more than 2,000 not-for-profit, community- and state-owned electric utilities.



Left to right: Brent McKinney, RP<sub>3</sub> Chair, Manager, Electric Transmission & Distribution, City Utilities of Springfield, Mo, Marvin Athmann, SPU, Joe Adams, SPU, Christian Fenstermacher, SPU and Phyllis Currie, APPA Chair and General Manager, Pasadena Water & Power, CA

Public Power  
is Hometown  
**POWER**

More than 46 million people are served by 2,008 community-owned and -operated public utilities.

### Benefits of Public Power:

- Greater portion of revenues stay in community
- Emphasis on long-term community goals
- Utility purchases from local establishments
- Tax payments, payments-in-lieu-of-taxes , and / or transfers to the community's general fund

# 2012 Scholarship Winners



Scholarships will be awarded to Matthew David Sebald and Christi Conrad, this year's first and second place winners in this year's Tom Bovitz Memorial Scholarship contest.

SPU sponsors an essay contest for high school seniors in the SPU service area who will pursue post secondary education.

The scholarship is in memory of Tom Bovitz, president of the MN Municipal Utilities Association (MMUA) in 1994-1995, who's vision was the promotion of higher education.

- Matthew David Sebald, son of David and Jackie Sebald, was awarded \$1000, for the winning essay, and Christi Conrad, the daughter of Peter and Ann Conrad, was the second place winner. Christi received a \$500 scholarship for her essay.
- Matthew's winning essay was forwarded on to Minnesota Municipal Utility Commission for consideration in a statewide competition.
- Congratulations Matthew and Christi!

## Sprinkling Restrictions Reminder

To reduce peak demand on the water system and promote water conservation, SPU has adopted an odd/even and time-of-day sprinkling restriction policy from May 1 to October 1. Before watering your lawn:

### Check the calendar.



If your home or business address ends in an odd number, you may only water your lawn on odd numbered days. If your address ends in an even number, you may only water your lawn on even numbered days.

### Check the time.

**NO SPRINKLING IS ALLOWED BETWEEN 12 NOON AND 5:00 P.M.** Water your lawn before noon and after 5:00 p.m. to avoid the heat of the day, when a great percentage of water simply evaporates. Watering your lawn during the morning hours is recommended to avoid lawn fungus.

Exceptions are allowed for new seed or sod. While new sod or seeded lawns do need watering more often, please keep in mind that they do not benefit from prolonged watering.

In the event of repeat violations, a \$50 charge, per occurrence will be assessed after two notifications.



ALWAYS  
**CALL**  
BEFORE YOU  
**DIG**



Safe Digging is No Accident:  
Always call 811 Before You Dig

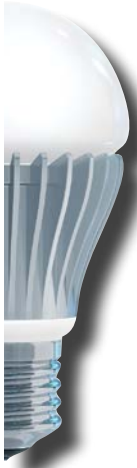
One free, easy call gets your utility lines marked AND helps protect you from injury and expense.

- ▶ Call two days before you dig to get utility lines marked.
- ▶ Mark the proposed digging area with white stakes or white spray paint prior to calling to ensure the proper area is marked.
- ▶ Gopher State One Call can only locate services that utilities have installed.
- ▶ Hand digging is required within two (2) feet either side of the utility markings.



**Know what's below.  
Call before you dig.**

# CHOOSING AN LED



**Life Span:** Choose an ENERGY STAR LED for the highest quality bulb with a life span of 20,000 hours or more.

**Brightness:** Instead of wattage equivalents, look at lumens. While one 60-watt equivalent LED may have 800 lumens, another may have 940, which is brighter.

**Light Color:** A warm light, similar to an incandescent bulb, will be 2,700 to 3,000 kelvins. A light with 5,000 to 7,000 kelvins will appear bluer and cooler.



SPU offers rebates on LED light bulbs. Receive \$8.00 per LED light bulb, on a maximum 5 bulbs. Visit [www.spucweb.com](http://www.spucweb.com) for complete details.

# Automatic Bill Pay

It's easy, convenient and FREE

Automatic Bill Pay makes paying your 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. Plus, there's never a late fee.

It's easy to sign up. Simply complete an authorization form and attach a voided check (for checking accounts) or a deposit slip (for savings accounts), and fax the form to 952.445.7767 or mail to SPU's billing department.

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 Free!

Automatic Bill Pay is a free service. SPU does not charge you for automatic payments.

## Sign up today!

Click [www.spucweb.com](http://www.spucweb.com), visit SPU's Service Center, or call 952.445.1988 for an authorization form.

# 3 NEW WAYS

to pay your SPU bill

Credit Card

Debit Card

Electronic Check

# 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



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Shakopee Public Utilities

“Lighting the Way—Yesterday, Today and Beyond”

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## Lighting the Way

Shakopee Public Utilities – your neighborhood public power provider – has been lighting the way for over 100 years.

As a public power provider, SPU gives back to the community through low rates and contributions to the city budget.

SPU employees live and work in the community helping to contribute to the local economy.

## The Spotlight’s on... Linda Leadstrom, Billing Clerk

When contacting SPU with a question about your bill, you may be greeted by Linda Leadstrom. Linda joined SPU’s staff in February, 2013, as a billing clerk.

As a billing clerk, Linda is responsible for answering customers’ questions regarding their SPU bill, processing payments and assisting the customer service department. Linda will also be involved in the SPU’s Conservation Improvement Programs.

“I really enjoy the variety of work,” said Linda when asked what she likes most about her job. “I’ve had the opportunity to speak with numerous customers, and everyone at SPU has been supportive and friendly as I learn my new responsibilities.”

“Linda is a great worker,” said Julie Ambach, SPU’s Marketing/Customer Relations Director. “She is an ideal addition to our staff.”



Linda Leadstrom

### Fast Fact

Each year, SPU delivers nearly 4 million kWh to approximately 16,500 electric customers.

Linda is a lifelong resident of Shakopee. In her spare time, she enjoys spending time with family, friends and her two Labradors, Chloe and Sophie. She and her husband, Butch, have three children, Ashley, Austen and Riley.

Welcome, Linda!