



Spring 2014

Power Lines

A Quarterly Publication for Shakopee Public Utilities' Residential Customers.

contact SHAKOPEE PUBLIC UTILITIES

Business Office952.445.1988
Power Outage952.445.6681
Water Emergency . . .952.445.6681
Customer Service . . .952.445.1988
customerservice@shakopeeutilities.com
Past Due Accts952.345.2482
Street Light Outage . .952.345.2473
Fax:952.445.7767

SPU OFFICE HOURS

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

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SPU Wins Minnesota Tap Water Taste Test



As part of its *Quality on Tap!* campaign, which emphasizes the high quality standards and taste of water, the Minnesota Rural Water Association (MRWA) conducts a search for the best tasting tap water in Minnesota. Each year, small and rural water utilities from around the state submit water samples straight from the tap for competition.

On March 4, 2014, Shakopee was announced as the winner of this year's event at the 30th annual MRWA Waste Water Technical Conference.



SPU Water Department.
Left to Right: Ron Bartusek, Tony Myers, Joe Hillstrom, Lon Schemel, Dave Hagen, Marty Glynn, Chuck Vest, Don Overbey

Shakopee's water sample was chosen by judges as the most appealing. "It tasted clean, pure and refreshing," stated the judges. "Because of the quality of this water, Minnesota has a good chance at the national taste test in Washington, D.C." added Ruth Hubbard, Administrator of Minnesota Rural Water Association.

Shakopee's water will compete in a national contest at Capital Hill in Washington, D.C. in February 2015. This event is part of the Rural Water Rally, an annual legislative event for the 49 state affiliates of National Rural Water Association.

“It tasted clean, pure and refreshing.”

Judges, MN Tap Water Taste Test

FACT

The average cost of bottled water is \$7.50 per gallon.
SPU's water is guaranteed safe to drink, and it costs just \$.00205 per gallon.



3 WAYS TO PAY

with Online Bill Pay

Credit Card

Debit 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, MasterCard, 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, 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

Online Bill Pay

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

If your account is subject to disconnection or has been disconnected for non-payment, please contact SPU at 952.445.1988 with your payment confirmation number. Additional charges will apply.

2014 Scholarship Winners

Scholarships will be awarded to Cheavpove Penn and Luke Brekke, first and second place winners in this year's Tom Bovitz Memorial Scholarship contest.

Each year, 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.

Scholarships will be awarded at the 2014 Shakopee High School's commencement exercises. Cheavpove Penn, son of Penny Penn, will be awarded \$1000 for the winning essay, and Luke Brekke, son of Jon and Barb Brekke, will receive a \$500 scholarship for his essay.

Cheavpove's winning essay was forwarded on to Minnesota Municipal Utility Commission for consideration in a statewide competition.

Congratulations Cheavpove and Luke!



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.

Switch and Save with ENERGY STAR qualified Light Emitting Diode (LED) Light Bulbs

ENERGY STAR LEDs use at least 75% less energy and last 25 times longer than incandescent lighting.

SPU and Arrow ACE Hardware are partnering to provide SPU electric customers a special offer.

\$7⁹⁹ INSTANT REBATE
LED A-Line A19 Bulb

Maximum: 5 bulbs per customer

| | |
|--------------------------|---------------|
| Ace Hardware Sale Price* | \$7.99 |
| SPU Instant Rebate** | \$7.99 |
| FINAL COST | \$0.00 |

* Valid on Feit A-Line LED A-19 at Arrow Ace Hardware - Shakopee
** Complete a rebate form at Ace Hardware to redeem at time of purchase.*

Hurry! This offer is valid
05/01/2014 – 05/22/2014
or while supplies last

ACE Arrow Ace Hardware
485 Marschall Road | Shakopee

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.spuweb.com, visit SPU's Service Center, or call 952.445.1988 for an authorization form.

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.

in this ISSUE



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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Please Note:

Effective immediately, SPU will no longer mail delinquent reminder notices.

Disconnection notices will remain in effect.

The Spotlight's on... Sheri Bergeland, Billing Clerk

If you contact SPU with a question about your bill, chances are you'll speak with Sheri Bergeland.

Sheri recently joined SPU's billing department. As a billing clerk, Sheri is responsible for answering customers' questions regarding their SPU bill, processing payments and assisting the customer service department.

"I enjoy helping people," said Sheri. "I also appreciate working in an office team setting and having a variety of duties and levels of responsibility."

"Sheri is an ideal addition to our staff," said Julie Ambach, SPU's Marketing/Customer Relations Director. "Her customer service experience is an asset to SPU's team."

Sheri was born and raised in Montevideo, MN, and now resides in Savage with her husband, Chuck. Sheri enjoys spending time with her family and friends, calligraphy, movies, music, walks with the dog, tennis, Timberwolves basketball and Vikings football.

Welcome, Sheri!



Sheri Bergeland