

# UTILITY CUSTOMER FACT SHEET

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

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

**October through March (5% sales tax)**

Electricity:	\$20.48	<b>Customer Charge</b>	
Water:	\$40.53		
Wastewater Treatment:	\$56.01		
Refuse	<u>96 gal/\$51.99</u>	<u>tub/\$47.04</u>	<u>48 gal/\$30.95</u>
	\$169.01	\$164.06	\$147.97
Sales Tax (at 5%):	<u>\$8.45</u>	<u>\$8.20</u>	<u>\$7.40</u>
<b>Total Minimum Monthly Charge:</b>	<b>\$177.46</b>	<b>\$172.26</b>	<b>\$155.37</b>

3. **ELECTRICITY RATE SCHEDULE** is as follows:

**Residential:** All kWh @ \$0.12 cents/kWh  
(\$20.48 Customer Charge+ Consumption)

**Harbor\*:** All kWh @ \$0.12 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 accessible to City and Borough Utility employees at all times.

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

All kWh @ \$0.1180 cents/kWh  
(\$40.95 Customer Charge + Consumption)

**Demand:** First 25 kW @ No Charge  
Over 25 kW @ \$5.88 per kW

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

All kWh @ \$0.1450 cents/kWh  
(\$63.00 Customer Charge + Consumption)

**Demand:** First 25 kW @ No Charge  
Over 25 kW @ \$5.88 per kW

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

All kWh @ \$0.1470 cents/kWh  
(\$47.25 Customer Charge + Consumption)

**Demand:** First 25kW @ No Charge  
Over 25 kW @ \$5.88 per kW

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

<b>Commercial:</b>	\$350.00
<b>Residential:</b>	\$250.00
<b>48 gal refuse:</b>	\$50.00
<b>Harbor:</b>	\$75.00
<b>Liveaboard:</b>	\$100.00
<b>Construction:</b>	85% of estimated cost prior to scheduling projects

Deposits are refunded after one (1) year if 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 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 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 listed on your statement near the service address, cycle#)

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

6. **DISCONNECT** notices are sent fifteen (15) days after your due date. If you have a problem either with your bill, or making payments on your account, you must contact the Utility Customer Service Department. **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 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 a 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) 747-1800 or 747-1818  
Fax: (907) 747-4779

If you have any questions concerning your refuse pickup please contact:

**Alaska Pacific Environmental Services (APES)**  
220 Smith Street, Sitka, Alaska 99835  
Telephone: (907) 747-5669

Eff. July 11, 2017