

Welcome to the Neighborhood!



Welcome to the Shakopee Public Utilities (SPU) service area.

This guide was designed with our customers in mind; it includes information to help you become familiar with the many programs and services we offer.

To learn more about SPU or any of the subjects covered in this guide, visit www.shakopeeutilities.com.



SHAKOPEE PUBLIC UTILITIES

255 Sarazin Street ♦ Shakopee, MN 55379

www.shakopeeutilities.com

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

(952) 445-1988 ♦ fax (952) 445-7767

Electric & Water Essentials

Contact Us

Our knowledgeable customer service representatives are available to assist you Monday through Friday, 7:30 a.m. to 4:00 p.m.

Customer Service Quick Reference:

- Phone
 - Power Outage.952.445.1988**
 - Water Emergency952.445.1988**
 - Business Office952.445.1988
 - New Service / Account Information
 - First letter of last name A-M . . .952.233.1509
 - First letter of last name N-Z . . .952.345.2479
 - Past Due Accounts952.345.2482
 - Residential Rebates952.233.1524
 - Home Efficiency Audit952.233.1524
 - Street Light Outage952.345.2473
- Fax: 952.445.7767
- Email: customerservice@shakopeeutilities.com
- Click: www.shakopeeutilities.com
- Visit: 255 Sarazin Street, Shakopee, MN 55379

Reporting a Power Outage



If you experience an electrical outage not caused by a blown fuse or tripped circuit breaker, please call **952.445.1988 (24 hours)**.

When reporting an outage, please provide your name and address. Also, let us know if you saw anything unusual or if you heard an unusual noise.

Street Lights

To report a street light that is out, please call 952.345.2473 during regular business hours. Please provide us with street location and/or intersection.

Tree Trimming

If a tree needs trimming, please call 952.345.2473 during regular business hours. If the tree or limb is on a power line, please call the emergency number, which is 952.445.1988.

Electric & Water Essentials

Safety

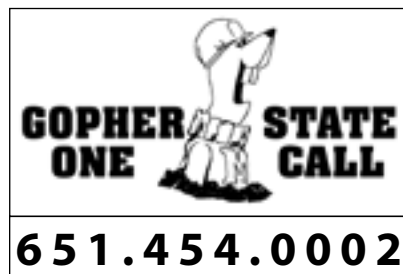
Employee Identification

All SPU employees carry company-issued photo identification. If an individual claiming to be an SPU employee requests access to your home or property, do not allow them to enter if they cannot produce proper identification.

Electric Safety

- Make certain ladders and/or antennas are at least 10 feet or twice their length from power lines, whichever is greater.
- Do not attempt to remove objects hanging from tree limbs that are leaning against an overhead line.
- Avoid fallen power lines. Report downed power lines immediately by calling 952.445.6681.

Call Before You Dig



If you are planning to dig on your property, state law requires you call Gopher State One Call at least two (2) business days in advance.

This free service ensures underground utility lines are marked with color-coded paint or flags. Keep in mind, hand digging is required within two (2) feet either side of the utility markings.

	Proposed excavation
	Temporary survey markings
	Electric power lines, cables, conduit and lighting cables
	Gas, oil, steam, petroleum Lines or gaseous materials
	Communication, alarm or signal lines, cables, or conduit
	Potable Water
	Reclaimed water, irrigation and slurry lines
	Sewers and drain lines

Electric & Water Essentials

Reading Your Electric Meter

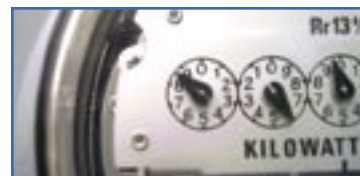
Your electric bill is calculated in kilowatt-hours, or the number of kilowatts of power times the number of hours of use in the monthly billing period. By reading your meter at the same time each day, you will get an exact total of the electricity you have used.

Digital Meters.

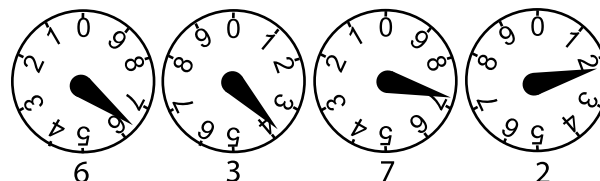
Digital meters are easy to read; simply note the number on the face of the meter.



Dial Meter.



Electric meters using gears to turn dials take a little thought to read. It is important to note that some dials run clockwise and others run counterclockwise. The hand follows the numbers and only advances when electricity is being used. To read your meter:



- Record the number from each dial starting from the left and moving right.
- When the hand is between two numbers or has just passed a number, record the smaller number.
- When the hand appears to be directly on a number, check the dial to the right. If the hand has not passed zero, record the smaller number.



Electric & Water Essentials

Water Quality

Each year SPU produces a Customer Confidence Report, which provides detailed information about the water quality.



Common questions concerning the quality of the water in Shakopee can be answered by calling our office at 952.233.1503.

Water Softener Settings

The most frequently asked question by new customers involves the hardness of the water and how to set water softeners. The average hardness of the water is 300 parts per million (17 grains) which is considered "hard" water.

Sprinkling Restrictions



SPU maintains seasonal water restrictions for lawn irrigation May 1 through October 1. If your address ends in an even number,

sprinkle only on even-numbered days; if your address ends in an odd number, sprinkle only on odd-numbered days. Additionally, no sprinkling is allowed between the hours of 12 noon and 5 p.m. regardless of your address.

Water Shut Off

At times SPU will test hydrant flows or repair water mains and will need to temporarily shut off water in your area. SPU will take all necessary steps to attempt to contact you, so you may prepare for the outage.

If you are without water but do not notice utility work in progress, please contact us at 952.445.6681. This emergency number is available 24 hours a day.

Water Supply

Shakopee Public Utilities' water source is groundwater. Water is pumped from 18 wells in the city and stored in four elevated towers ranging in capacity from 250,000 gallons to 1.5 million gallons. Two water storage tanks were completed in 2004, each with a capacity of 2.5 million gallons.

Facts About Your Water Line

Service lines are owned and maintained by the property owner from the point of connection to the municipal water main, including all fittings, etc. on the water main which is necessary for that connection. It shall be the responsibility of the customer or property owner to maintain the service pipe from the main into the house or building.

Although the repair or replacement of the service line is the responsibility of the property owner, contact us at 952.445.1988 for assistance in determining if and/or where the service is leaking.

Your SPU Account

Getting Connected

Shakopee Public Utilities is committed to making your move to the Shakopee community friendly and easy. Please allow two to three business days notice to initiate electric and water service. Several options are available for getting connected.



■ In Person

Visit our office with a completed Application for Utilities. (see page 21)

Office Hours:

Monday through Friday ♦ 7:30 a.m. – 4:00 p.m.

■ By Phone

If your last name begins with A – M, please call 952.233.1509. If your last name begins with N – Z, please call 952.345.2479.

■ Website

Visit www.shakopeeutilities.com; click customer service where you can download and print brochures and/or application forms for programs we offer.

■ Mail

Complete the Application for Utilities form (see page 21), and mail it to our business office.

■ Fax

Complete the Application for Utilities (see page 21), and fax it to 952.445.7767.

A deposit is required if you rent or are a commercial customer. Deposit amounts may vary; therefore, we can better serve you in person.



Customer Service Quick Reference:

- Phone: 952.445.1988
- Fax: 952.445.7767
- Email: customerservice@shakopeeutilities.com
- Click: www.shakopeeutilities.com
- Visit: 255 Sarazin Street
Shakopee, MN 55379

Your SPU Account

Billing & Payment Options



Shakopee Public Utilities offers convenient, easy to use billing and payment options to make your life easier.

Automatic Bill Pay

Automatic Bill Pay allows your payment to be automatically deducted from your checking or savings account. Once enrolled, you will receive your statement at your usual billing time, however:

- Your bank deducts the amount from your account on the actual due date, not before.
- You are required to commit to one year.
- After one year you may cancel Automatic Bill Pay up to five working days before the funds are scheduled to transfer from your account.

To sign-up for Automatic Bill Pay:

- Complete and return an Automatic Bill Pay application form. (See page 23)
- Attach a voided check to the application form.

Mail

Mail your check or money order along with your bill stub. Please allow three business days for your payment to reach us. Payments received after the 15th of the month are considered late, and a late penalty will be charged to your account.



Business Office.

Stop by our business office with your payment and the utility bill. We also have a convenient drop box located in the drive-thru circle outside the business office.

Your SPU Account

Billing & Payment Options

Budget Billing

Your energy bill can vary widely from month to month depending on the season. Budget Billing eliminates those fluctuations by averaging annual energy usage and providing you with a fixed monthly amount. (Six months history is required for new construction.)

Budget Billing amounts are reviewed annually and adjusted to reflect any variance. Budget Billing is automatically renewed unless you request to cancel.

- A signed authorization form must be on file with Shakopee Public Utilities. (See page 22)

Past-Due Bills

Late Payment Penalty

Your SPU bill is due upon receipt. A five percent (5%) penalty will be assessed to the current bill if payment is not received on or before the 15th of the month following the date of billing.

Disconnection for Non-Payment

All SPU customers are subject to disconnection without notice if payment is not received within 20 days from the billing date.

Rates

Electric and water rate information can be obtained by requesting a brochure from SPU or by visiting www.shakopeeutilities.com

Sewage collection rates are determined by the Shakopee City Council. Please call 952.233.3800 for rate information.

Transferring/Canceling Service

When you need to cancel your service or transfer service to another address, please provide two to three business days notice. Stop by our business office, call, or email customer service. A forwarding address and phone number is required.

Residential Programs

Customer Advantage Programs



SPU offers incentives for customers who purchase ENERGY STAR® approved products. ENERGY STAR is a government-backed program that designates which products meet strict efficiency guidelines.

Rebates are offered on the following ENERGY STAR products:

- Refrigerator
- Clothes Washer
- Dishwasher
- Central Air Conditioner
- Window Air Conditioner
- Programmable Thermostat

Additional home improvements may be eligible for rebates under our residential Custom Program.

For complete details, call 952.233.1524 or visit www.shakopeeutilities.com

Energy-Efficient Window & Door Rebate

Save money, energy and the environment while increasing the comfort of your home when you replace your home's old, inefficient windows and doors with ENERGY STAR labeled products.

For complete details and eligibility requirements, please visit www.shakopeeutilities.com or call 952.233.1524.

Compact Fluorescent Light Bulb Incentive

Change a light, change the world! If every household in the U.S. replaced one incandescent light bulb with an ENERGY STAR qualified compact fluorescent light bulb, it would prevent enough pollution to equal removing one million cars from the road.



SPU offers incentives to encourage customers to replace inefficient light bulbs with ENERGY STAR compact fluorescent light bulbs. For complete details, please contact SPU at 952.233.1524 or visit www.shakopeeutilities.com.

Residential Programs

Eco-Energy

Renewable Energy re-new-a-ble en-er-gy
 Energy resource, such as wind or solar power that can keep producing indefinitely without being depleted.

Eco-Energy is a voluntary program that allows you and your family the opportunity to support renewable energy by purchasing a portion of your power supply as wind energy.

Participation in Eco-Energy

- Displaces electricity from fossil fuel sources like coal and natural gas with clean, renewable wind energy.
- Builds the demand for renewable energy.
- Helps reduce our dependence on fossil fuels.

Eco-Energy is offered in blocks of 100 kilowatt hours of electricity per month (kWh/month), which are purchased in addition to your monthly bill. You may purchase from one block to the number of blocks equal to your monthly electricity consumption.

The minimum enrollment period is 12 months with an automatic renewal each year.

For more information on Eco-Energy, please call 952.233.1524 or visit www.shakopeeutilities.com.



Residential Programs

Smart Switch



SMART SWITCH is a free energy conservation program by SPU. When you participate in SMART SWITCH, you allow SPU to activate a small remote-control device that is installed outside your home near your air conditioner's condensing unit. We expect to activate the switch approximately 10 -15 days each summer, but only when demand is at its highest.

It's good for you

Stay cool and comfortable while saving money. You'll receive a credit on your SPU bill for the months of June, July, August, and September.

It's good for us

During hot summer days demand for air conditioning increases, pushing demand for electricity to peak. With SMART SWITCH, you allow us to manage demand on the electrical system.

It's good for the environment

SMART SWITCH helps preserve natural resources for future generations.

To learn more, please contact SPU at 952.233.1524 or visit www.shakopeeutilities.com.

Residential Programs

Home Efficiency Check-Up



SPU is committed to helping you use less energy without sacrificing personal comfort. Our Home Efficiency Program will help you make the most of your energy dollar. Three levels of service are available.

- Level 1 – covers the basics.
- Level 2* – provides detailed information for greater potential energy savings.
- Level 3* – utilizes an infrared camera to further pinpoint the location of air leaks and moisture problems.

*Fee applies. Call SPU for co-pay amounts.

Select the check-up that best meets your needs, based on the condition of your home and your energy concerns.

Level 1–Basic Home Efficiency Check-Up

A basic overview of your energy use

An energy auditor will perform a basic energy analysis of your home and leave you a complete report with the details, including specific actions you can take to improve your home's energy efficiency.

- An analysis of your SPU bill.
- Heating and structural efficiencies. Determine simple energy-saving improvements to increase heating efficiency, such as ways to seal air leaks and generally tighten your home by adding weather-stripping, upgrading insulation, replacing windows or doors, plus much more.
- Water heating efficiencies.
- Suggest ways to improve the efficiency of your cooling system.
- Laundry. Check water temperature settings, dryer use and other laundry practices for energy-saving measures.
- Refrigerator/Freezer. Show how regular cleaning and other simple changes can make a difference.
- Lighting. Provide options and alternatives to save energy.

Residential Programs

Level 2–Home Efficiency Analysis

A more in-depth analysis of your home's energy use

A Home Efficiency Analysis provides detailed information for greater potential energy savings. The Home Efficiency Analysis includes the services of the Basic Home Efficiency Check-Up plus the following valuable additions:

- Safety inspection of mechanical systems.
- Carbon monoxide testing of furnace and water heater.
- A blower door test, which allows the energy auditor to measure air flow and determine the general location of any air leaks.

Level 3–Home Efficiency Inspection

Our most detailed analysis of your home's energy use

A Home Efficiency Inspection provides all the services of our Level 1 and 2 options, plus an infrared inspection is conducted to further pinpoint the location of air leaks and potential moisture problems.

Selecting the Check-Up that's Right For You

For some homes, the Basic Home Efficiency Check-Up is sufficient. For others, a Level 2 or Level 3 service may be beneficial if you notice two or more of the following conditions:

- Ice dams on roofs
- Moisture or frost in the attic
- Mold or moisture spots on interior walls
- Condensation on windows
- Stains around ceiling exhaust fan(s)
- Cold spots in areas of the house
- Inadequate or older insulation

To learn more about the Home Efficiency Check-Up, please call 952.233.1524 or visit www.shakopeeutilities.com.

Home Efficiency Guide

Learn your home efficiency score, as well as how to complete a do-it-yourself home efficiency audit with SPU's Home Efficiency Guide.

Call 952.233.1524 to request a guide.