

## What to expect with the upcoming rate restoration

Beginning in October, customers will see changes in their electric bill from Independence Power & Light. The changes reflect a return to 2012 rates, which were before previous City Councils adopted a series of 6% cumulative discounts.

In last month's newsletter, we began explaining those changes. Here are some frequently asked questions we've received since:

### **How much will customers see their bill increased by?**

Customers will see their bills increase by an average of \$10. Those with high usage may see their bills increase by an average of \$15.

### **If I'm on an all-electric plan, can I stay on all-electric?**

Yes, you will remain on all-electric. However, you will still be affected by the rate restoration.

### **How much money will this generate and what will it be used for?**

The rate restoration will generate between \$6-8 million in annual revenue for IPL. This additional revenue will be used for critical maintenance projects that will help avoid cuts to current service levels such as staffing the crews that restore your power after an outage or providing \$3 million for annual tree trimming and other preventative maintenance measures to avoid disruptions to your electrical service.

### **My utility bill is already higher than someone I know outside of Independence.**

It's important to remember that Independence utility bills contain electric, water and sewer charges. Other cities typically separate these charges into three separate bills. While the total cost of your bill may seem higher than someone outside of Independence, it is likely theirs does not contain the

combined charges. Even with the return of 2012 rates, IPL rates will be among the lowest rates in the area.

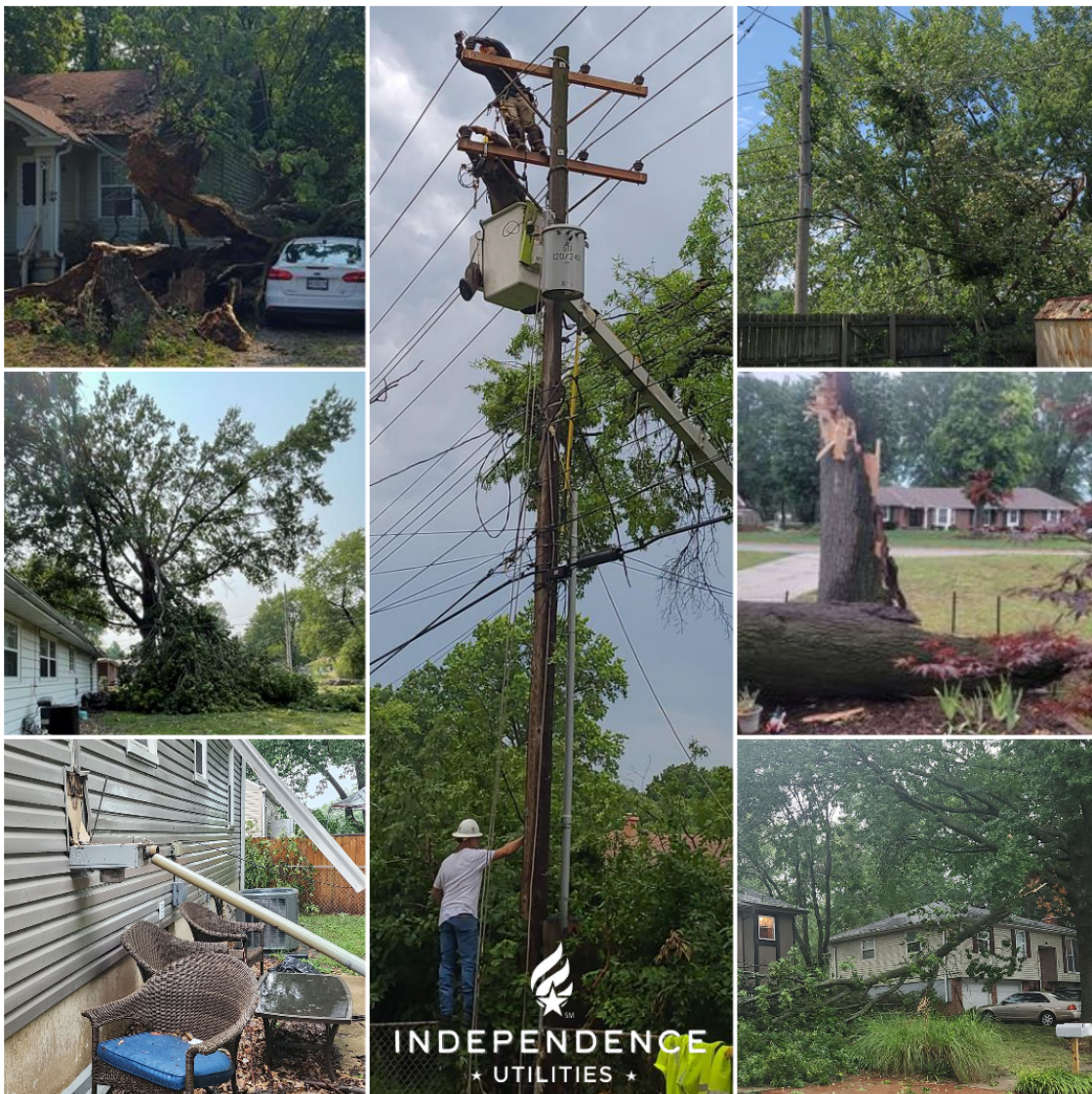
Another important note, the rate restoration is not a 6% increase of your total bill. It is a 6% increase on your electrical wattage used per month.

### **I'm already seeing an increase in my bill -- Have there been rate changes already?**

It's currently on-peak season. Due to the climate in Missouri, on-peak season occurs during the warmer months when electrical demands are highest for the year and purchase power costs are higher. On-peak season begins in May and runs until September. If you see increases in your bill during this time -- it is due to your usage and the season.

We encourage all of our customers to continue asking questions so we can ensure our residents and customers are prepared for the transition. More information about the rate restoration will be released in the coming months.

If you have any questions about your current Utility bill, please contact the Customer Service Division at 816-325-7930.



## **Storm response**

On Friday, July 14, Independence and the entire Kansas City metro were hit by a fierce line of storms and damaging winds. This led to thousands of households losing power, extensive tree damage and significant cleanup.

Between Friday evening, and Monday, July 17, Independence Power and Light Department crews restored power to more than 7,000 households.

We want to take the time to recognize all of our incredible staff who worked around the clock to return power to our community. From our IPL crews who worked 16-hour shifts, to our Municipal Services teams who helped clear limbs and brush from roadways -- We appreciate you!

In the time following the storm, IPL has battled some additional outages. These have been caused by a number of things: temporarily power drops to clear tree limbs from lines, replacing power poles, trees damaged from the storms falling into lines and more severe winds and weather.

To our residents, thank you for your patience and support throughout the effort. We understand the recent outages have been frustrating and inconvenient and we thank you for your continued compassion.

To report a tree on a power line or light pole, call 816-325-7750 and follow the prompt for downed trees. To report a power outage, call 816-325-7550.

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## **Congratulations Dan Montgomery!**

City of Independence Water Director Dan Montgomery retired on Friday. Montgomery's career in the Water Department spans more than 40 years.

Born and raised in Independence, Montgomery began his career with the City as Water Production Manager, after the City purchased the Missouri Water Company in 1986. The following year, he was promoted to Assistant Director of the Water Department and in 2003 he was named to his current position.

Montgomery also served as Missouri Section chair of the American Water Works Association in 1998 and on the National Board of Directors for the association from 2009-2012.

Outside of work, Montgomery is an avid volunteer -- serving as an Independence Public School District 'Youth Friend' for 20 years, board member and past chair of the Truman Heritage Habitat for Humanity and board member of the Vaile Mansion Victorian Society. He is also the incoming president of the Independence Kiwanis Club.

Montgomery's retirement plans include traveling with his wife Diane and spending more time with their family -- including their seven grandchildren.

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## **Employee spotlight**

This month, we want to spotlight a member of our Meter Reading team in our Independence Power & Light Department.

**Eric Benavides** was given some lovely words of praise from a resident. In a letter, the resident said, Eric "does an outstanding job. He is always extremely polite, I never feel like he's rushing me or impatient with my elderly movement."

Thank you Eric!

Do you have a member of our team you want to recognize? Reply to this email with your story and they might be featured next month!



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