



INDEPENDENCE

★ UTILITIES ★



Holiday Energy Savings

The holidays are a great opportunity to spend extra time with family and friends. Oftentimes that means an increase in energy consumption as well as cost. Check out these energy savings tips to save during the holiday season:

- Utilize LED holiday lights to decorate your house or tree. LED bulbs generally use only 10% of the energy that an incandescent bulb uses.

- Turn down your thermostat a few degrees when you have guests over. A room full of people will generally heat it up on its own and this helps you save on your energy bill.
 - If you are out holiday shopping for electronics or appliances, look for the Energy STAR label on these products to ensure the best energy-saving technology.
 - Consider purchasing rechargeable batteries to use on your favorite electronics or toys for the kids.
 - Planning on cooking a meal for friends and family over the holidays? Save energy and bake multiple dishes at the same time in your oven.
 - Traveling for the holidays? Unplug electronics you are not using before you leave. These energy "vampires" can increase your electricity bill.
-



Your Role in Snow Removal

Hello winter! As we dive into the coldest months of the year, please help you local neighborhood before, during, and after snow events.

- Be a sidewalk hero and help keep areas around fire hydrants clear of ice and snow. Please keep three feet of space on all sides of the hydrant so crews can access them in the event of a fire
- Shovel your sidewalk within 12 hours of a storm's end and if you are able to, help shovel sidewalks for your neighbors and the elderly
- Help snow removal crews ahead of a snow storm and avoid getting your car snowed in on the local street by relocating it off the street as soon as possible. If parking on the street is unavoidable, vehicles should be parked along the north side of east-west streets and along the west side of north-south streets.
- Use caution when passing a snowplow and keep in mind that their front plow often extends several feet in front of the truck, potentially crossing the centerline and shoulders. The field of vision is limited for snowplow operators, please do your part to keep them safe and don't crowd the plow!



Cold Weather Policy

Winter is in full swing in Independence and with that comes cold spells and wintery weather. We want to remind you about the Cold Weather Rule for the City of Independence, which is part of City of Independence Ordinance #18374 (10/20/14).

The City will not discontinue service for any residential customers on any day when the National Weather Service local forecast between 6 and 9 A.M. for the following 24 hours predicts that the temperature will drop below 32° F.

Please note there are exceptions to the Weather Rules when there are delinquent disconnections, returned checks, or broken arrangements. If these occur, utility service disconnections may occur.

Learn more in the Customer Service Rules and Regulations at indep.us/utilitiescustomerservice



Do you have a snow removal concern in your area? You can report it via the SNOW line at 816-325-SNOW. Staff will utilize these detailed messages to create a service report and snow crews will respond as soon as possible. Thank you for helping keep our community safe.



Want more information on community events, programs, and local stories? Sign-up for the Independence CityScene Newsletter and you can get the latest in your inbox at the beginning of each month.

[Sign up here](#)

Utilities bill question? Email Customer Service.

[Manage](#) your preferences | [Opt Out](#) using TrueRemove™

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

111 E. Maple Ave | Independence, MO 64050 US

This email was sent to .

To continue receiving our emails, add us to your address book.

[Subscribe](#) to our email list.