

Explaining your new utility bill

Beginning this fall, customers will see a new utility bill showing up in their mailbox. Besides the rate restoration of a series of 6% cumulative discounts, there will be changes in how your bill breakdown looks.

But don't worry, we're here to help explain exactly what each line item means. This is an example of what a current bill breakdown looks like for the month of July:

Electric Net Metering Residential RS-3		
Electric Service		\$ 125.24
Fuel Adjust	1000 kWh @ 0.04497	\$ 44.97
IPL Rate Reduction		\$ 10.21CR
Sales Tax		\$ 1.91
Electric Total		\$ 161.91

Note the 'IPL Rate Reduction' credit (CR). This is the rate restoration that will be removed on your new bill. These charges reflect a return to 2012 electric rates prior to a series of 6% cumulative discounts authorized by previous City Councils.

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As a result of this rate restoration, on average, it is estimated customers will see their bills increase by \$10. Those with high usage may see their bills increase by an average of \$15.

This is an example of what the same July bill will look like moving forward:

Electric RESIDENTIAL MR-1	
Electric - Customer Charge	\$ 10.00
Electric - Energy Charge	\$ 122.88
Electric Pca	\$ 20.00
Electric - Pilot Fee*	\$ 15.27
Sales Tax	\$ 1.89
Electric Total	\$ 170.04

Lets start with the customer charge first.

Electric RESIDENTIAL MR-1	
Electric - Customer Charge	\$ 10.00
Electric - Energy Charge	\$ 122.88
Electric Pca	\$ 20.00
Electric - Pilot Fee*	\$ 15.27
Sales Tax	\$ 1.89
Electric Total	\$ 170.04

This \$10 charge will remain no matter how much electricity you are using. Customers are charged this fee to cover costs for things like meters, distribution lines, invoicing and other things needed to bring you electrical service. Previously, this charge was incorporated in a customer's electrical rates and was estimated to be about \$25 per account.

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The next line is 'Energy Charge'. This is your monthly energy service charges. This is based on how much energy you are using each month.

Electric RESIDENTIAL MR-1	
Electric - Customer Charge	\$ 10.00
Electric - Energy Charge	\$ 122.88
Electric Pca	\$ 20.00
Electric - Pilot Fee*	\$ 15.27
Sales Tax	\$ 1.89
Electric Total	\$ 170.04

The line underneath that is a PCA charge. A PCA is a power cost adjustment line item. It is used when the cost to produce power is higher than expected, so a charge is used to recover added costs. This charge fluctuates with the seasons – like in the summertime when customers rely more heavily on things like air conditioning. This charge replaces, and is lower, than the previous FCA, or fuel cost adjustment.

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The final new line is the 'Pilot Fee.' PILOT stands for payment in lieu of taxes. Customers have always been charged this fee as authorized by the City Charter, but IPL is now pulling it out as a specific line item in the total breakdown to be more transparent with customers.

It is equal to the amount of City taxes and fees charges on privately owned utilities. The current Pilot Fee in the City of Independence is 9.08%.

Since we announced this restoration earlier this summer, we've had several questions from our customers. To see a complete list of FAQs on the rate restoration, visit indep.us/ratefaqs.

We encourage everyone to continue asking questions so we can ensure residents and customers are prepared for this transition. If you have a question that hasn't been answered, please respond to this email and we will get an answer back to you.

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

Utilities savings tips



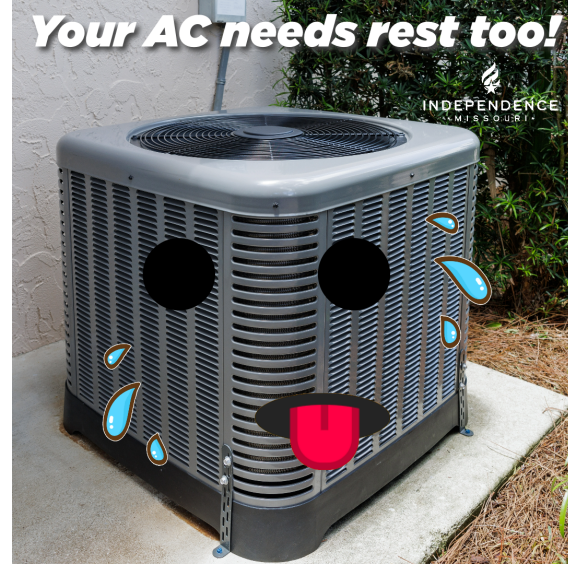
We understand that any changes in rates can put a strain on family finances. With the long stretches of heat we have had this month, making small changes around your home can make a big difference when your bill arrives. Here are some money saving tips:

- Is your ceiling fan spinning in the right direction? Changing your ceiling fan direction is essential to maximize it use. In the summer, your fan should turn counterclockwise to help create a downdraft, which makes for a cooling breeze.

- Give your AC a little breather! Turning up the temperature, even a couple of degrees during the day when you're at work, can help make a big difference. Keep your blinds

and curtains closed for even of a reduction.

- Beware energy vampires. Even if appliances aren't turned on, they can still use electricity. Electronics with timers and LED displays like TVs, gaming consoles, coffee makers and printers are especially bad -- consider unplugging them when they aren't in use.



Construction on U.S. 24 Highway Complete Streets Project underway

Construction is currently underway on the U.S. 24 Highway Complete Streets Project -- the largest capital investment in western Independence in the last 40 years.

The \$30 million investment, which is a partnership with the Missouri Department of Transportation, will make improvements along U.S. 24 Highway from Wilson Road to Route 291.

Improvements will include ADA-compliant sidewalks and ramps, pedestrian signals, street lighting, traffic signal upgrades, storm sewer enhancement, pavement resurfacing, ADA-compliant pavement markings and a center turn lane for added safety.

The project is split into three phases: Phase 1 which will run from River Boulevard to Route 291, Phase 2 which will run from Sterling Avenue to River Boulevard, and Phase 3 which will run from Wilson Road to Sterling Avenue.

The project is part of Independence's "complete streets" policy, or roadway planning, design and construction that considers the needs of those who bike, walk and use transit. It also considers community members of all ages and their physical capabilities.

Funding for the project is a 50/50 split between the City of Independence and MODOT, however, the City was able to obtain several grants from the Mid America Regional Council to offset costs.

Construction is already underway on Phase 1 and 2 of the project, with Phase 3 currently in the design phase with an anticipated completion date of the end of 2024.

Phase 1 is expected to be completed in 2026 and Phase 2 is expected to be completed in late 2024.



Employee spotlight

This month, we want to spotlight a team from our Power & Light Department.

Rick Lunceford was given the Alliance Award at the Missouri Public Utility Alliance annual conference. The award honors individuals, utilities and communities that have served the municipal utility industry with honor and distinction.

Congratulations Rick!

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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