



New utility rate structure coming soon

The City of Independence City Council has approved changes to the Independence Power & Light Department's rate structure. The City will begin transitioning to the new rate structure in October 2023.

The new structure means the 2% electric rate discount (approved in November 2018), the 4% discount (approved in May 2019) and the five-year moratorium (approved in October 2019), will all be overturned.

Since the above cumulative 6% rate discounts went into effect, IPL has experienced an erosion of revenues, and without an increase, is projected to fall below the lower reserve requirement by June 2025.

The elimination of the 6% rate discounts will generate \$8 million in annual new revenue for IPL -- which will help avoid cuts to current service levels.

IPL has not had a rate increase since 2012. Since 1989, IPL rates have increased a total of eight times. Rates have not kept pace with inflation, as rates have increased by an average of 1.06 per year, while the Midwest Consumer Price Index has increased by an average of 2.5. per year.

We understand that any rate changes -- no matter the size -- are stressful for families as they plan their budgets. That's why over the course of the next three months, the City of Independence will be sharing a wide variety of information to keep customers up-to-date about what these rate changes will mean for them.

This information will be distributed in various ways, like in this newsletter, in your monthly billing statement, on social media and more. All information will also be posted to the [Utilities section of the City of Independence's website](#).

On-peak electric rate season reminder

An important reminder surrounding ongoing discussions about rates, it is currently on-peak electric rate season. In every electrical utility, there are on- and off-peak electric rate seasons. These are commonly applied by electricity providers throughout the country and here in Independence.

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

Here are some tips to help save money:

- Operate your thermostat efficiently: Set your thermostat to a temperature you find comfortable. The smaller the difference between the indoor and outdoor temperatures, the lower your overall cooling bill will be. Keeping your home warmer than normal when your away, like at work, also helps cut down on costs.
 - Turn off ceiling fans when you leave the room. Remember that fans cool people, not rooms, by creating a wind chill effect.
 - When you shower or take a bath, use the bathroom fan to remove heat and humidity from your home.
 - Block the sun with blinds and drapes. Window treatments or coverings don't just decorate your home, they can also help you save energy! Window treatments can prevent your home from heating up under the summer sun.
-



Update on utility payment transition

As more customers continue to register for our new payment system, we have seen and heard several questions and comments regarding the viewing of current and past bills.

Bills are uploaded by billing cycle. As of now, all current bills should be available to be viewed. If your bill has not been loaded and you would like to view it, please email UCS@indepmo.org with your customer account number, service address and the last four digits of your SSN. Those wishing to view past bills are also asked to reach out to the Customer Service Department via email, or by phone at (816) 325-7930.

We will continue to update the public as questions arise. For the most update to date information about the transition, be sure to follow us on [Facebook](#), [Instagram](#) and Twitter. While we know this can be frustration, the system is working -- We are seeing the same number of online payments as this time last year!

We have also updated our FAQs on our Customer Service FAQ page, which contains answers to a number of questions frequently asked to our Customer Service representatives. For more information about this change, visit indep.us/invoicecloudfaqs.

Employee spotlight

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

Adrian Hogan was out on a route in the area of Chrysler and Walnut when he saw a bicycle take a corner too quickly and fall. The pedestrian needed immediate medical attention and Adrian took the time to call 911 as well as stay with the pedestrian until medical crews arrived on scene. Adrian was able to keep them calm in a moment of crisis.

Thank you Adrian!

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!



Want more information on community events, council meetings, programs, and local stories? Sign-up for the Independence CityScene Newsletter, Press releases, updates, and more to get the latest info in your inbox.

[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.

emma®

[Subscribe](#) to our email list.