



## **New billing breakdown and rate restoration FAQs**

This month, customers will see a new utility bill breakdown showing up in their mailbox -- along with a 6% rate restoration.

Since we announced this restoration earlier this summer, we've had several questions from our customers. Common questions include:

### **How much will customers see their bill increase by under the rate restoration?**

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.

### **Does IPL plan to transition to time-based electrical plans?**

As of Fall 2023, Independence Power & Light has no plans to transition to time-based electrical plans.

### **What does the 'Pilot Fee' on my bill breakdown mean?**

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 charged on privately owned utilities. The current Pilot Fee in the City of Independence is 9.08%.

### **When was the last IPL rate increase?**

IPL has not had a rate increase since 2012.

### **Are there any assistance programs for low-income families or seniors?**

Please see below for more information on our ISTAR and IRAP programs.

To see a complete list of FAQs on the rate restoration, visit [independence.gov/rateinformation](https://www.independence.gov/rateinformation). If you have a question that hasn't been answered, please respond to this email and we will get an answer back to you as soon as possible.

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

## Winter weather utilities tips



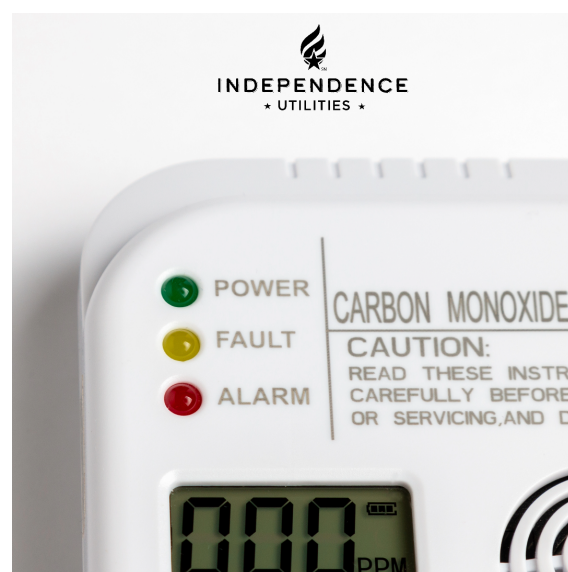
Furnaces are like track athletes -- they need a few practice runs before the main event. Don't wait until the bitter cold to turn on your furnace for the first time!

Schedule time to boot up your unit before another cold front hits to test your furnace. Leave it on for a few minutes to gauge its functionality. If you hear any weird noises or smell anything funky, turn it off immediately.

When winter temperatures plummet, the risk of carbon monoxide poisoning skyrockets.

If you use a generator to power a heater in your home, keep it outside. Even a portable back-up generator produces carbon monoxide.

Be sure to check the batteries in your carbon monoxide detectors and keep one on each floor of your home.



With the holidays in full swing this month and next, a reminder to recycle clean wrapping paper. If you plan on recycling gift boxes, make sure they are flattened, broken down and stacked before pick up.

Also, consider keeping and reusing ribbon and bows from presents. They can be added to gifts all year round (and save you a last-minute trip to the store).



Freezing temperatures are upon us! A reminder to disconnect your hose from the outside of your home if you haven't already.

A hose connected to an outside faucet is exposed to all the elements and water inside the hose can rapidly freeze when temperatures drop. This can lead to a ruptured hose -- and water damage.



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## ISHARE and IRAP programs

Through a partnership between Community Services League (CSL), the City of Independence offers a financial assistance program called ISHARE.

This program provides one-time financial assistance to low-income families in jeopardy of having their power turned off due to nonpayment. ISHARE has been in existence for over 20 years and assists hundreds of families each year.

An addition program, IRAP, is also offered. This program, offered to customers over the age of 62 or those with disabilities, pays half of a customer's utility bill on a continuing basis.

If you are in need of assistance through either of these programs, please contact CSL to apply. ***If you are interested to donating to either of these programs, you can also do so through CSL.***

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## Cold weather policy

With winter right around the corner, we want to remind customers about the cold weather policy for the City of Independence, which is a part of City of Independence Ordinance #18374 (10/20/14). This ordinance is designed to protect customers under certain conditions (several heat or cold) from being disconnected.

Under the ordinance, the City will not disconnect service for any residential customers on any day when the National Weather Service local forecast between 6 and 9 AM for the following 24 hours predicts that the temperature will drop below 32 degrees Fahrenheit.

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

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## Employee spotlight

This month, we want to spotlight our staff at the Rock Creek Wastewater Treatment Center.

Have you ever wondered what our 'mad scientists' are up to at our wastewater treatment plant? Get an inside look at the microscopic army that aids them in the decontamination process [in this video](#).

Thank you **Steven Todorovich**, our Municipal Services Environmental Compliance Supervisor, and all of our staff at Rock Creek for all you do!

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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