

WELCOME

To the Board of Public Works Service Area
www.auburnne.net

Budget
Billing

REBATES

Automatic bill
paying through
local banks

We hope you will enjoy your stay in our area, whether on a permanent or temporary basis!

Our utility's main goal is to serve our customers. We welcome input from our customers and strive to provide good service.

What you don't want to do is sit down with volumes of policy from our utility; but, we do want to provide you with some important information which you can review at your convenience. These first two pages will be a very brief overview of what's inside and some options we offer.

Who owns this utility? The citizens of the City of Auburn, Nebraska are the owners of this not-for-profit utility.

When will I receive my first billing? Meters are read from approximately the 1st of the month through the 10th. Bills are sent out about the 21st of the month. If your service has been in for 7 days or less before reading date, you will not receive a bill until the next month.

When is my bill due and when am I considered delinquent in payment? Bills are considered due when they are placed in the mail and delinquent after the 5th of the following month.

Remittance Address: P O Box 288, Auburn NE 68305-0288
Office Hours: 8:00 a.m. - 5:00 p.m., Monday - Friday
Phone Number: (402) 274-4981, after hours (402) 274-3316
Street Address: 1600 O Street

What if I can't pay my utility bill by the delinquent date? You will be sent a "Final Notice". To prevent interruption of your utility services, it is important that you contact a customer service representative and make arrangements if you are unable to pay by the date indicated on the "Notice".

How will I know your meter reader? BPW meter readers carry identification and wear uniforms. If you have any concerns, just ask to see their identification or call our office. At various times, our meter readers will need to enter your home or business to read or replace a water meter.

Where are my meters? Electric meters are usually on the side or back of your house. Most water meters are located inside; others are in pits, usually in front of the house. Water meters inside the house have remote readers on them, which can be read from the outside. Please keep your meters accessible. We must be able to read your meters to give you an accurate utility bill.

What if I have an electrical or plumbing problem? BPW provides professional utility service 24 hours of every day with at least two employees on call. These employees are trained to handle virtually any utility need. If a problem involves customer equipment, we urge you to contact a qualified private repair person. The State Electrical Act prohibits BPW from repairing customer wiring.

Does your utility provide incentives to use electricity? Yes, we offer a great rebate program to encourage electric heat and electric water heating. For example, in Auburn our winter residential electric rate is only **\$0.0253** per kwh for all usage over 850 kwh! If you are replacing your heating or cooling system or your water heater, check with us first for rebate information. Want to know more? Just ask us!

Some options you might want to consider - - -

- *Budget Billing* – residential customers – sign up in September each year.
- *Use the ACH method to pay your bill – no checks to write – no fees. Ask us about it.*

Please use the attached sheets for future reference. Again, welcome to our service area. We are looking forward to providing you with excellent service at low rates.

**ELECTRICITY IS THE SAFEST – CLEANEST –
MOST EFFICIENT FUEL SOURCE AVAILABLE !!!**

NOTE:

We have frequent inquiries about the natural gas supplier and trash pickup services for the area and have added the following telephone information for your convenience:

Natural Gas Service: Aquila - customer service 1-800-303-0752
 Aquila - emergency service 1-800-303-0357

Trash/Recycling Service: American Recycling & Sanitation
 Rock Port, MO
 1-800-638-8492 or 1-660-736-4949

1/21/05
7/23/07