

BAY CITY ELECTRIC LIGHT & POWER

Quarter 1 Newsletter - 2023

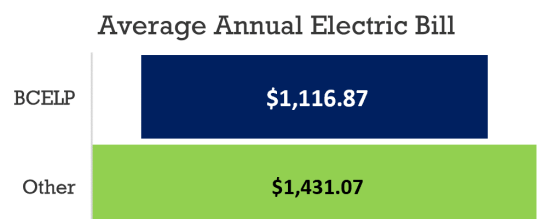


PREPARING FOR WINTER

Bay City Electric Light & Power (BCELP) is pleased to have some of the lowest electric rates around. We understand that with inflation and the rising cost of everyday expenses even a slight increase in electric costs can have a big impact on our customers. As a public power provider, we work to stabilize costs as much as possible, but rates can be influenced by market conditions and fuel costs, which fall outside of our direct control. The energy sector is experiencing substantial increases in costs, driven by escalating global demand for natural gas and shortages in domestic supply, as well as the impact of supply chain disruptions, geopolitical issues and volatile economic trends. Although these trends have a significant impact on natural gas costs, it also impacts electric costs.

BCELP is part of the Midcontinent Independent System Operator (MISO) network. MISO is the organization responsible for managing the power grid within our region. June 2022 MISO data shows 37.5% of the electric acquired was derived from natural gas-fired power. But, BCELP is fortunate that we have a diverse energy portfolio with assets, purchase power agreements, and bilateral contracts that allow us to proactively manage costs and safeguard customers from much of the volatile market conditions.

We know any increase to your utility bill is challenging. We want to make sure our customers are prepared for any increase in winter electric costs and provide opportunities for conservation. We urge customers to review our energy efficiency rebates and incentives, take advantage of our free home energy check-up, and learn about energy conservation tips. If you are interested and would like more information about these programs, visit us at www.BayCityEnergySmart.org or contact us at (989) 894-8350. We are here to help!



Based on April 2022 rates and average annual energy consumption of 8,148 kWh.

BEWARE OF SCAMMERS

Unfortunately, utility scammers are out preying on customers all year long, but they are out in full force during the winter season when they know you cannot go without heat. Here are some tips to keep you safe from those scammers:



- ◆ Never pay over the phone in response to a call, especially when you're threatened with a service disconnection. We will never call and demand payment over the phone.
- ◆ Before shutting off your electricity you will receive notice in the mail, and you will be provided with several bill payment options, typically online, automatic bank draft, mail or in person.
- ◆ We never require customers to buy prepaid debit cards or gift cards to pay their bill. Instructions to pay by prepaid debit or wire transfer is a red flag.
- ◆ Don't trust caller ID. Scammers know how to "spoof" caller ID to make it read whatever they want. It's another sneaky part of the scam that fools a lot of people.
- ◆ Delete all suspicious emails that demand or require immediate action to verify personal information.
- ◆ Report the contact to the FTC at [ReportFraud.ftc.gov](https://www.ftc.gov/report-fraud) if you think a scammer has contacted you.

If you have questions about the status of your account, call the number located on your utility bill.

ENERGY SAVING TIPS

Many of us are spending more time at home during the winter for a variety of reasons. When we spend more time at home we may keep the heat up a little higher, have more lights on, and computers logged in. Those things result in higher energy bills. The good news is there are simple things we can do to cut energy costs while keeping our homes comfortable.


- Keep heat inside. Caulk leaks around doors and windows.
- Open curtains on sun-facing windows during the day.
- Use electronics wisely, use "low power" or "battery saver" mode.
- Wash full loads of laundry on the cold cycle (when possible).

For more tips and rebate information, visit our website at www.BayCityEnergySmart.org.



CONGRATULATIONS


Thank you to all who voted for your favorite picture in the Fall 2022 Newsletter. Picture 14 received the most votes by a slight margin. Great job Danielle on your artwork and we hope you like your goodie bag!! And, congratulations to Larry K. for winning the prize for participating valued at over **\$100.00!**



Save money on utilities
for #WinterPrep2022

- ✓ Do a home energy audit.
- ✓ Add insulation.
- ✓ Seal air leaks.

Learn more at ftc.gov/SavingEnergy



Utility Customer Service (UCS)

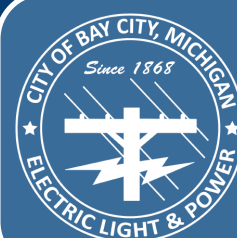
Programs available for eligible customers:

- Programs for seniors 65 years of age or older
- Full time active military personal protections
- Critical care/life support discounts
- Winter Protection Plan

For additional programs/applications contact UCS at (989) 894-8104 option 7 or www.BayCityMI.org.

Need utility assistance?

Dial 211 - Hearing impaired dial (800) 649-3777



Bay City Electric Light & Power
900 S. Water Street
Bay City, MI 48708
(989) 894-8350

Hours:
Monday - Friday
7:00 am - 3:30 pm