



## SAVE ENERGY, SAVE MONEY with ALP Utilities

Saving money, decreasing energy usage and conserving resources has never been easier with programs and rebates from ALP. Take a closer look at the many ways residential and commercial customers can save:

### RESIDENTIAL

- Energy Star Appliances
- Heating & Cooling
- Electric Vehicle Charger
- AC Tune-Up

### COMMERCIAL

- Heating & Cooling
- Lighting
- VFD and Pumps
- New Construction
- Custom
- Refrigeration

Click the "Find Rebates" tab at [alputilities.com](http://alputilities.com) to learn more or simply scan the code below.



## 2024 Electric and Water Rate Adjustments

During the November 20 meeting, the Alexandria Board of Public Utilities approved a **5% overall increase to electric rates and a 9% increase to water rates for 2024**. The increase is necessary to cover the rising cost of purchased power, distribution equipment and capital infrastructure projects.

Residential electric customers will see their monthly facilities charge increase by \$1 from \$20 to \$21, with the energy charge from October to June being \$0.083/kWh and \$0.103/kWh from July to September. **An average ALP residential customer, utilizing 750 kWh, will see a monthly increase of \$4.07 on their bill.**

Large commercial electric customers will see a \$5 increase in the monthly facilities charge from \$55 to \$60 with the energy charge remaining the same at \$0.04/kWh. Meanwhile, demand rates for July through September will increase from \$19.15/kVa to \$20.65/kVa and from \$13.80/kVa to \$15.05/kVa for the months of October through June.

The water rate change affects monthly facilities and usage charges for both residential and commercial customers. The increase is necessary to recover operating cost increases, maintain existing infrastructure and serve the needs of the growing community. Significant infrastructure expenditures include water main replacements done in conjunction with street improvement projects and construction of a new water tower due to growing demand. **A typical residential water customer with a 3/4" meter using 4,000 gallons of water will see an average increase of \$2.41 per month.**

As a community-owned and operated utility, ALP regularly reviews its rates with its local governing board to reflect the costs of providing reliable and quality service to its customers. We strive to operate efficiently and control costs to keep our electric rates among the lowest in the region.

Looking forward to the New Year, ALP will continue to embrace new technologies and put best practices in place to improve the communities we serve through excellence.

**For a complete list of our 2024 rates, please visit [alputilities.com](http://alputilities.com).**

# SAVE ENERGY, SAVE MONEY

New in 2024!

## WATER HEATER REBATE

**\$100 – \$250**

### Rebate Amounts:

50g or larger on cycling program: > **\$100**

80g or larger on curtailing program: > **\$250**



Purchase a new electric water heater, participate in ALP's load management program and you can receive a rebate.

Upon the customer's purchase and installation of a qualifying water heater, ALP will install an LCR free of charge. This will enable the water heater to be controlled by ALP during peak electric times. Cycling allows the water heater to heat for short durations during peak times to maintain water temperature. Curtailing does not allow the water heater to heat during the entire peaking period.

### **Requirements:**

- Must have a minimum tank capacity of 50 gallons.
- Must have at least a 10 year or greater warranty.
- Must be connected to an ALP load control receiver and participate in ALP's Load Management Program.

*(See a complete listing of terms & conditions at [alputilities.com/rebates](http://alputilities.com/rebates).)*



Learn more or download the application form at: [alputilities.com/rebates](http://alputilities.com/rebates)

## 2024 Residential Rebates

When it comes to purchasing new electrical appliances or HVAC equipment, make sure you select Energy Star® products that are highly efficient. Additionally, the Bright Energy Solutions® program provides rebates to help cover the cost of these items, making your energy choices that much easier. Visit [alputilities.com/rebates](http://alputilities.com/rebates) for all rebate applications.

### Residential Rebates:

- Electric vehicle chargers (Level 2): \$150 - \$500
- Central Air-conditioner: \$150 - \$300
- Air-source heat pump: \$150 - \$1,000
- Geothermal heat pump: \$200 per ton
- Mini split ductless heat pump: \$250-\$400
- Mini split ductless air conditioner: \$150-\$200
- AC or heat pump tune-up: \$30
- Heat pump water heater: \$150
- **NEW:** Packaged terminal air conditioner or heat pump: \$45 per ton
- **NEW:** ECM hot water circulator: \$75-\$900 depending on wattage

\* For a list of available commercial rebates visit: [alputilities.com/rebates](http://alputilities.com/rebates)

### Energy Star Appliances

- Air purifier: \$25
- Clothes washer: \$25
- Dehumidifier: \$25
- LED recessed can / retrofit kit: \$2
- Room air conditioner: \$25
- Smart thermostat: \$25
- **NEW:** Dishwasher: \$25



Most  
Christmas  
Spirit



ALP recently took part in the 2nd annual Lights On Broadway holiday parade. Our team won Most Christmas Spirit. We are proud to power the holiday season for Alexandria and wish you a Happy New Year!





# Protect Yourself from Utility Scammers by Understanding ALP Utilities' Procedures

Utility scammers are active year-round, but peak activity occurs during the winter and summer months when homeowners depend on heat and air conditioning. Scammers can target you through phone calls, emails, or even in person. To keep your information safe and ensure proper management, it's important to know the official processes and procedures that ALP Utilities follows when working with customers.

- ALP does not do immediate disconnections. Before disconnecting any service, we will mail letters, send automated text messages through SmartHub, our online account management software and discuss payment arrangements. **We do not disconnect during evening hours or on weekends / holidays.**
- Do not rely on Caller ID, even if it shows the name of your utility company. Scammers can "spoof" line identification to make it appear as though the call is originating from ALP.
- An ALP representative will never ask you to verbally provide banking information over the phone. All payments over the phone occur on an automated line, using your keypad.
- Set up a SmartHub account for the ability to confirm your account status 24/7. Visit [alputilities.com/smarthub](http://alputilities.com/smarthub) to learn more.
- **ALP will only ask for your social security number and drivers license if you contact us to set up new service.**
- Any contact that is proven to be a scam should be reported to the police.
- Remember, if you receive a phone call and you're unsure whether you are talking to an ALP representative, hang up and call **320.763.6501**.

## CALCULATE YOUR SPACE HEATER COST

Supplementing heat with an electric space heater can be convenient, however, this doesn't come without additional cost. How much will an electric space heater cost to operate? You can use the following formula to calculate how much it will cost to operate a 1,500 watt space heater.

$$\frac{\text{Wattage}}{1,000} \times \text{Hours used per month} \times \text{Cost per kWh (\$0.083)} = \text{Daily cost}$$

**Example:**  $(1,500 \text{ watts} / 1,000) \times 24 \text{ hours} \times \$0.083$  (ALP's residential energy charge) = **\$2.99 per day.**

To calculate the monthly cost, multiply your daily cost by the number of days in the month:  $\$2.99 \times 30 \text{ days} = \$89.70$ . This is your cost per month. **Space heaters are convenient but can be expensive to use!**

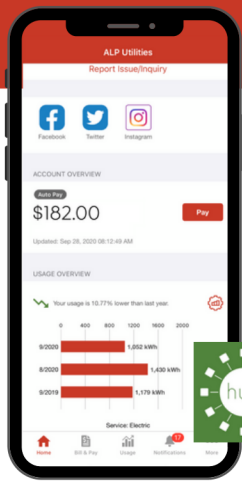


## METER UPGRADE UPDATE

**ELECTRIC:**  
Installation of new meters began in late November, and the crews have completed 60% of the work. We expect to complete the project by the end of February 2024.

**WATER:**  
Water meter deployment will begin in January 2024. All customers will receive a letter from ALP and Allegiant with instructions on how to schedule an appointment to have your water meter changed out. **Please wait until you have received your letter to try to schedule an appointment.**

# ON THE GO AND IN CONTROL...



Download SmartHub, our easy to use online account management app:

- Manage your account
  - View and pay your bill
  - Monitor monthly usage
  - Enroll in auto pay & paperless billing
  - Sign up for text message notifications
  - Receive important notices
- .... all from the palm of your hand!



Visit: [alputilities.com/smarthub](http://alputilities.com/smarthub) for more information

## WINTER UTILITY REMINDERS

### Keep Your Meter Clear This Winter

It is important to carefully remove snow and ice accumulations this winter. Keep snow blowers, snowplows and other powered equipment away to avoid damage. Creating a clear path to your meter also allows our staff to safely read your meter as snow continues to accumulate.



### Reveal The Red

Please keep snow and ice at least 3 feet away from fire hydrants. In case of a fire or other emergency, fire fighters need to be able to get to the hydrants quickly to protect people and property.



### Winter Tree Trimming

Each year, ALP staff trim tree branches to reduce the chances of interference with power lines, which can cause outages and dangerous situations. The work is typically done in the winter. If you see a branch hanging near a line, do not risk trimming it yourself. Contact ALP at **320-763-6501**.



### MN Cold Weather Rule

The MN Cold Weather Rule protects customers who may have difficulty paying their utility bill from disconnection. Customers are encouraged to make a mutually agreed upon payment plan with ALP. For more information or to fill out an Inability to Pay Form visit: [alputilities.com/coldweatherprotection](http://alputilities.com/coldweatherprotection)

## TIPS TO PREVENT WATER PIPES FROM FREEZING

*With freezing temperatures around the corner, ALP Utilities is offering tips to help prevent winter weather-related water problems.*

### Steps to take before freezing weather arrives:

- Be sure to insulate any pipes in the crawlspace and attic areas.
- Heat tape or temperature controlled heat cables can be wrapped around pipes to keep them from freezing.
- Seal any air leaks in your home or building that would allow cold air near the locations of water pipes. The less cold air seeping inside, the better.
- Disconnect garden hoses and when possible, use an indoor shut-off valve to drain water from pipes leading to outside faucets.
- Make sure you and your family know where your master shut off valve is located.

### What to do when freezing winter weather arrives:

- A slow drip of water will go a long way in keeping your pipes from freezing. Let warm water drip overnight and **during frigid temperatures** from an indoor faucet near an outside wall.
- Set the thermostat at the same temperature during the day and night during frigid weather periods.
- Open cabinet and closet doors during cold weather periods to allow heated air to reach un-insulated pipes under sinks and appliances near exterior walls.



**ALP UTILITIES**  
316 FILLMORE STREET  
ALEXANDRIA MN 56308



**OFFICE:** 320.763.6501

**LOBBY HOURS:**

Monday - Friday 8:00 AM - 4:00 PM



@alputilities



alputilities.com