



Power Notes

The Newspaper of Mission Valley Power, 36079 Pablo West Road, PO Box 97, Pablo, MT 59855-0097

July/August 2009

CFL Bulbs

In the Mission Valley Service area there are no recycling options available at this time. However, the Lake County Landfill will take them in your normal trash disposal. The following are tips on clean-up and disposal of CFL bulbs.

Before cleanup: Vent the room

1. Open a window and leave the room for 15 minutes or more.
2. Shut off the central forced-air heating/air conditioning system, if you have one.
- Cleanup steps for hard surfaces**
3. Carefully scoop up glass fragments and powder using stiff paper or cardboard and place them in a glass jar with metal lid (such as a canning jar) or in a sealed plastic bag.
4. Use sticky tape, such as duct tape, to pick up any remaining small glass fragments and powder.
5. Wipe the area clean with damp paper towels or disposable wet wipes and place them in the glass jar or plastic bag.
6. Do not use a vacuum or broom to clean up the broken bulb on hard surfaces.

Cleanup steps for carpeting or rug

7. Carefully pick up glass fragments and place them in a glass jar with metal lid (such as a canning jar) or in a sealed plastic bag.
8. Use sticky tape, such as duct tape, to pick up any remaining small glass fragments and powder.

Disposal of cleanup materials

9. The clean-up residue can simply be placed in the household garbage for disposal. Immediately place all cleanup materials outside the building in a trash container or outdoor protected area for the next normal trash.
10. Wash your hands after disposing of the jars or plastic bags containing cleanup materials.

Billing & Collections Process

MVP has 5 billing cycles per month. Most towns are billed in the first cycle, then each cycle moves further out from there.

MVP still has meter readers and a reading schedule is created each month based on the number of working days. This process attributes to the different bill due dates each month. It is the goal of MVP to provide consistent due dates once our entire system has been converted to the automated meters.

Another area we field questions on is the billing statements themselves. Per our Operations Manual the bill must be paid within 15 working days following the issue date. This means the bill is due and payable upon receipt, but our customers are given a 15 day grace period with which to pay. The end of the grace period is noted by the term "Due Date" on your statement.

If payment is not received within the 15 day period of time then on the 18th working day a written friendly notice is mailed. A \$5.00 late fee is automatically charged when the friendly notice is mailed and *all* amounts owing are due within 5 working days. The 18th working day gives our customers an additional 2 days to make the payment and/or allow MVP to process payments received at a location other than our office.

After the 5 days have elapsed, and

payment has not been received, a disconnect report is run on the 2nd working day. Customer Service then proceeds to make courtesy calls to customers appearing on the list *before* door hangers are placed. **No courtesy calls or door hangers are made if a payment agreement has been established.**

If there are no payments resulting from the courtesy calls then an orange or green door hanger is sent out. At this point a \$30.00 charge is added to the account.

If no response is received within the time frame listed on the card then a red door hanger is sent out, a \$50.00 charge is added to the account, and power is disconnected.

From start to finish the whole process can take 40 days, and during this process another bill will be generated.

It is important to MVP we work with our customers to resolve delinquent bill issues. Your proactive communication with us may help reduce the extra fees. Call one of our Customer Service Representatives at 883-7900 or 675-7900.

The revised Operations Manual became effective June 15, 2009. Copies are available at the Pablo Office or on-line at www.missionvalleypower.org

Energy Conservation

Mission Valley Power has introduced new Energy Conservation Programs. They are:

1. **Early Refrigerator Retirement and Decommissioning Program**—MVP will pay \$75.00 to have your old refrigerator decommissioned, plus credit your account \$50.00 for each EPA certified decommissioned refrigerator. This program will good till September 30, 2009.
2. **Mini Split or Ductless Heat Pump Program**—MVP will credit or pay the customer up to \$1,350.00 for each qualified ductless heat pump system. This program will good till September 30, 2009.
3. **Energy Star Light Fixture Program**—MVP will credit the customers account \$10.00 for each qualified Energy Star light fixture. The fixture will need to be hard wired. MVP will credit the customers account \$2.50 for each qualified Energy Star Compact Fluorescent Light Bulb installed.
4. **Window Replacement Program** MVP will credit the customers account up to \$6 per square foot of glazing for replacing existing windows, with new High Performance windows the have a U-Value of $\leq .30$ This program is not for new construction.
5. **Commercial Spray Rinse Nozzle Program**—MVP has purchased the nozzles and will begin visiting business owners for the installation. These are designed for commercial use only, which is defined by having electrically heated hot water and the business must serve 10 or more meals per day.

For more information call Mission Valley Power at 883-7900 or visit our website at www.missionvalleypower.org

Automated Meters

The automated meters are currently being installed in Elmo, Dayton, and St. Ignatius areas.

Don't be alarmed if you come home to blinking electronic equipment. A very brief outage occurs when the meter is changed out.

Avoid Late Fees

There have been several questions concerning late fees accessed to customers that have made payments via one of our drop boxes or Valley Bank locations.

There is a potential for up to 3 days before the payment can be posted to your account. **For example, if you make a payment at Valley Bank after 2:30 pm on Friday, MVP will not received notification of that payment until Tuesday at 9:00 am.** Banks "close" their cash draws so they can post all transactions that occurred before 2:30 pm, and any transactions after that time will be posted to the next business day. Payments made by MVP customers are faxed to our office the next business day and the payment amounts are posted to the account. Payments made on the due date at a Valley Bank location have the potential for being assessed a late fee.

Drop boxes are picked up only once a day in the morning. So if a payment is dropped off in the afternoon on the day it is due, especially a weekend, it may be late and be assessed a late fee.

Please plan ahead to ensure your payment reaches our office by the due date. We recommend you give yourself **3 to 5 days in advance of the due date.**



Utility Work Ahead

Give a break to Utility Work Ahead signs! Remember, these signs are for your safety and the safety of Mission Valley Power employees also! MVP employees are working around high voltage. The domino effect of an accident is not good! **Pay attention to the Bright Orange Signs! They are a safety warning! Thank You!**

Consumer Council



The Superintendent of Flathead Agency is accepting letters of interest to serve on the Consumer Council for Mission Valley Power. The Consumer Council was created to provide power consumers with the opportunity to participate in the development of utility policy and to hear appeals and complaints brought by consumers. The Consumer Council was established under the authority of PL93-638, the Indian Self-Determination and Education Assistance Act of 1975.

There are three vacancies to be filled. One Council member will be appointed to fill the term of Lake County, and two for Member-At-Large. The full term appointees shall serve a 3-year term starting October 1, 2009. The present management contract requires that the Consumer Council be made up of five non-Tribal members and two Tribal members; therefore, two non-Tribal members and one Tribal member must fill these vacancies. All appointees must reside within Mission Valley Power's service area. The BIA Flathead Agency Superintendent will make the appointments.

The Flathead Agency Superintendent will accept letters of interest up to the close of business on Friday September 4, 2009.

Submit letters of interest to:

Chuck Courville, Superintendent
Flathead Agency
Bureau of Indian Affairs
PO Box 40
Pablo MT 59855

For more information, contact Mr. Courville at (406) 675-2700, extension 1301.