

Record Cold Produces Record Number of Calls at Mission Valley Power

The average coldest month in Montana is January with typical weather temperatures ranging from a low of 15 degrees to a high of 55 degrees. The lowest recorded temperature was -43 in 1936. Yet this past January saw temperatures that set new records for cold weather. As a result, many MVP customers saw record bills.

These record bills were a consequence of the record cold weather and a recent rate adjustment. For example, on January 30, 2023, the maximum temperature was 5 degrees and the lowest temperature was -11 F. (Missoula weather history, KMSO).

These cold weather extremes cause havoc with budget billing and monthly billing statements. As a result, MVP customer calls are high with most customers wanting an explanation of their bills.

Here is a basic explanation of a typical residential bill.

MISSION VALLEY POWER
Post Office Box 97
Pablo, Montana 59855-0097
www.missionvalleypower.org

Billing/disconnect information call:
Pablo - Main Office 833-7900 or 675-7900

Date Bill was Calculated

Account Number 90000
Statement Date 01/20/2023
Due Date 02/15/2023

Number Assigned by MVP when signing up for Service

Due Date of Current Bill

Billing Summary

Balance from Last Billing:	218.80
Payments	218.80 CR
Balance Forward:	0.00
Total Previous Balance:	237.42
AMOUNT DUE	237.42

Any balance forward amounts listed above in the "Billing Summary" will receive add'l Service Fees and may be subject to immediate disconnect. The Due Date of this Bill does not apply to "Balance Forward" amounts still owing.

Area for MVP messages

Start and End dates you are being billed for

Messages Heard of pre-pay phones? Well MVP now has pre-pay meters. There are lots of advantages with this type of meter; no late fees, no card fees, no deposit, etc. Give us a call at 406-683-7900 for details.

Meter	Type	From	To	Days	Prev Read	Pres Read	Usage	Diff
Y99999	KWH	Dec 16, 2022	Jan 16, 2023	31	17320	19986	2666	1
Y99999	KW	Dec 16, 2022	Jan 16, 2023	31	21.136	21.448	21.44	1

Number Assigned by MVP based on Geographic Area

Referred to as Pole Number using Township & Range

Physical Location of the Service

Type of Rate Assigned for Billing Purposes

Provides a Comparison of your Usage from the Same Time Last Year

Total KWH used in a one month period

KW (Demand)-Highest used in a one month period

Detail of Charges:

Basic Charge	17.50
1000 KWH @ 0.07120	71.20
1000 KWH @ 0.07960	79.60
646 KWH @ 0.09870	63.76
21.448 KW Dmd @ 0.25	5.36

KWH Usage for Tier 1 (First 1000 kWh)

KWH Usage for Tier 2 (1001-2000 kWh)

KWH Usage for Tier 3 (2001 & over kWh)

Demand Usage (Highest amount of KW used in any 15 minute period during the month)

Location: 7799999999
Service Address: 18-99 999999
Service Description: 101 Random Lane
Rate Schedule: 010
This Month Last Year Usage: 2346 **Days Served:** 31

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

Account Number 90000
Statement Date 01/20/2023
Amount Due By 02/15/2023 237.42
Message Varies by Account

Mission Valley Power
PO Box 97
Pablo, MT 59855-0097

Messages here for Budget Billing, ACH & Credit Balances

PLEASE INDICATE CHANGE OF ADDRESS/PHONE NUMBER HERE.

MAILING ADDRESS	CITY	STATE	ZIP
LOCATION PHONE NUMBER	OTHER PHONE NUMBER		
TITLE ADDRESS			

While this bill illustrates a typical residential home with 2646 kilowatt hours (kWh) of usage for the month, this same usage would cost approximately \$222.98 in Missoula, MT. and \$258.09 in Kalispell, MT.

Mission Valley Power has many payment options for customers including the following:

1. **Pay by Mail** – Mail the bottom portion of the bill. Please allow time for your payment to be received by the due date. Write your account number on the check/money order.
2. **Pay in Person** – Payments can be made in person at the Pablo Office Monday thru Thursday 7:00 am to 5:30 pm
3. **KIOSK** – Located in Arlee, Hot Springs, and Ronan Valley Banks. MVP Office in Pablo. *Kiosks are available 24/7 and all payments post to the account immediately. (We will have a tutorial soon on how to use the KIOSK, look for updates on our Website and Facebook page)*
4. **Recurring Bank Draft** – Your payment is drafted from your checking/savings account each month. You still receive a monthly statement and your payment is always on time. Call our Pablo Office at 883-7900 for more information and signup.
5. **Recurring Credit/Debit Card** – Your payment is charged to your Visa or Master Card on a monthly basis. You still receive a monthly statement and your payment is always on time. Call our Pablo Office at 883-7900 for more information and signup.
6. **E-Bill** – Pay and view your account information online any time. Go to www.missionvalleypower.org select “Pay Bill Online”, select Smarthub Portal, then follow the prompts. Make sure to have your bill handy for the signup process.
7. **E-Bill Quick Pay** - is available so you don’t need to go through the signup process. Go to www.missionvalleypower.org, select “Pay Bill Online”, select “Quick Pay Now Link” and follow the prompts.
8. **Valley Banks** – Payments can be made at all Valley Banks locations in our service area. Be sure to have your account number with you when making a payment. *As a special reminder: When using this option a payment can take up to 3 working days to post to your account. Plan ahead so your payment is on time.*
9. **Smart Phone** – Look for the Smarthub app with your smartphone. Once downloaded follow the prompts for signup. You can now pay your bill where ever you are with your phone, be able to view usage information, and receive alert messages.
10. **Pay By Phone** – Credit/Debit Card (Visa/Master Card) payments can be made by calling 883-7900 or 1-877-779-7947.

With so many automated billing options, MVP is removing the drop boxes at the following locations:

In Polson: Natural Resources Office on Main Street, Super 1 Foods, 1st Interstate Bank Drive Thru and Eagle Bank Drive Thru.

In St Ignatius: Old MVP Office

Customers are always welcome to come into the utility to speak to a Customer Service Specialist. Payment arrangements can be made to accommodate delinquent balances to avoid disconnect.