

CONNECTED



March 2012

Understanding Your Utility Bill is Trouble-Free with Marietta Power and Water's Online Interactive Sample Bill

Everyone likes to spend their utility dollars wisely, and you may have wondered about some of the line items that are a part of your monthly Marietta Power and Water utility bill. To help make them a little easier to understand, we've created an online interactive sample bill that explains the entries on your bill so that you know exactly what you're paying for each month.

By simply placing your mouse over each section of the bill, you'll be able to read a detailed explanation of each highlighted heading such as:

1. Purchased power adjustment. One significant part of our cost changes frequently; that is the change in the cost



of the power and energy we purchase and then sell to our retail customers. We have a Purchased Power Adjustment charge in our rates that tracks these increases and/or decreases to our cost per kilowatt-hours. This allows Marietta Power and Water to quickly and efficiently pass along these power costs.

2. Pay this amount before due date. If you pay your bill within 10 days of the date of billing, you may pay the 10 percent discounted amount which is offered for early payment for electric service only. For customers 65 years of age or older whose income does not exceed \$20,000 per

year, we extend our normal 10 day discount period to a full 30 days upon request and verification.

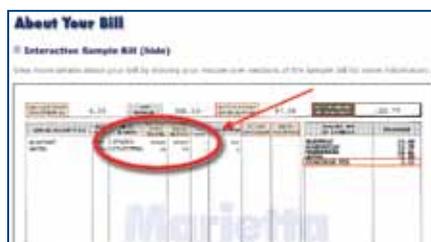
3. Pay this amount after due date. If you pay your bill after the due date, you are not eligible for the 10 percent early payment discount for electric.



If your account shows a balance forward of \$10 or more and is not paid in full by due date, your service will be subject to disconnection.

4. Previous meter reading and current meter reading. Our meter readers use a hand-held computer or a drive by system to collect meter readings. These devices may ask for verification if the consumption appears to be abnormally high or low. Meter reading accuracy is monitored and is consistently over 99 percent.

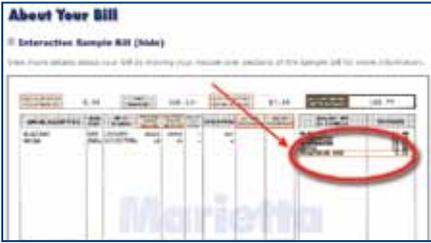
5. Franchise fee. This is a fee collected by the City of Marietta for granting Marietta Power and Water the use of public right-of-ways and streets to serve the public at large.



continued

Understanding Your Utility Bill is Trouble-Free with Marietta Power and Water's Online Interactive Sample Bill *continued*

6. Sales Tax. As with all utilities in Georgia, a sales tax must be charged on your electric bill.



To help you even further understand and manage your utility costs, we also include your electric and water consumption history for the past year.

Making Sense of Your Billing Cycle

Marietta Power and Water issues bills in 17 billing cycles. Your billing date is determined

by your service location with all billing cycles arranged geographically to make our meter reading system as efficient as possible. Your actual billing date will vary no more than one or two days during a month.

Please contact us if you do not receive your bill near your normal billing date.

We want to make your experience with Marietta Power and Water pleasant and uncomplicated. Our interactive bill sample is one more way that we want you to know that we'll always do our best to address your concerns.

To view the interactive bill sample online, visit the Marietta Power and Water website at www.marietta.gov/departments/utilities/service/bill.aspx.

To contact us by phone regarding your bill, call (770) 794-5150. ⚡



Coming Soon to Your Smartphone: QR Codes

Accessing Your Favorite Marietta Power and Water Web Pages will be Quicker and Easier than Ever

Your smartphone is about to get a little smarter. How so? Soon, you'll be seeing those funny jigsaw puzzle-like squares on your Marietta Power and Water publications.

What are they and what can they do for you? They're called Quick Response or QR codes. By snapping a picture of these bizarre little boxes on your smartphone or other mobile device, you'll have instant access to the Marietta Power and Water website.

Technically 2D barcodes, QR codes have lightning-speed readability and large storage

capacities. When you scan a code, the particular Marietta Power and Water website page that's encoded in the square will appear on your smartphone — saving you a step or two.

Who doesn't love short cuts — especially when it comes to paying bills or taking care of other everyday tasks? With Marietta Power and Water's QR codes, you'll get them done in record time! ⚡



Calendar of Events

April through August

Glover Park Concert Series 2012

Glover Park in Marietta Square

8 p.m.

April 27..... **Prime** / Oldies

May 25 **Still Swinging** / Big Band

For information call (770) 794-5601.

Sunday, April 29

Taste of Marietta

Marietta Square

For more information visit www.marietta.com/taste-of-marietta.

Thursday, May 3, 10, 17, 24, 31

Brown Bag Concert Series

Glover Park in Marietta Square

For more information visit www.marietta.com/brown-bag-concert-series or call (770) 794-5601.

Saturday, May 5

May-retta Daze

36th Annual Arts and Crafts Festival

Glover Park in Marietta Square

For more information visit www.marietta.com/may-retta-daze or call (770) 794-5601.

For a complete list of City of Marietta events, please visit www.marietta.gov and click on Calendar of Events.

Get city news by e-mail

Subscribe to the City of Marietta's E-News mailing list to receive the latest city news, events, job openings and emergency updates by e-mail. Log on to www.marietta.gov to subscribe.