

## *Be aware of phone, email scams*

Utility companies everywhere are reporting an increase in scams aimed at customers. It is happening in towns just like ours.

Scammers especially target small businesses. They use various tactics to fool customers into providing payment.



Keep in mind that we send a written notice as a reminder to customers regarding a past due bill, and a disconnection notice in writing prior to service being shut off. We also offer several payment options.

Be suspicious if a caller insists on the use of a pre-paid debit card or an immediate payment of any kind. HANG UP and contact North Branch Municipal Water & Light at 674-7100 to verify your account status and report the attempted scam to local law enforcement. We welcome the call to verify your account status or with any other questions you have.

## *We offer rebates for a variety of energy efficient products*

North Branch Municipal Water & Light offers various rebates for numerous residential items, from light bulbs to central air

conditioners. In general, the rebates apply to ENERGY STAR labeled products.

For compact fluorescent and LED light bulbs, we generally offer a rebate of 50 percent of the cost of the bulb, up to \$15 for an LED bulb



For refrigerators and freezers, North Branch Municipal Water & Light offers a rebate of \$25 plus an additional \$50 to pay for your old, working appliance.

Rates for dishwashers range from \$25 to \$40 depending on efficiency.

We also offer rebates for clothes washers and dryers, dehumidifiers and room air conditioners.

For more information and a complete list of residential rebates, stop by our office at 6388 Maple Street, call us at 674-7100 or see the Residential Rebate Summary Sheet at [www.saveenergyinnorthbranch.com](http://www.saveenergyinnorthbranch.com)

## *Look out for utility crews!*

Utility crews are on call, as needed. Because of this, crews are often called out in high wind, freezing temperatures, snow and ice, or a mixture of all of them. Please use extreme caution when traveling in or near utility work zones. Safety is the top priority for crews and you can help ensure that they get home safely after work by using caution around utility work zones. Thank you!

# The Connector

North Branch Municipal Water & Light

## *We will flush hydrants in spring*

North Branch Municipal Water & Light will again be conducting the spring water distribution system flushing beginning in April, weather permitting.



This is a routine maintenance of the water system and is done in the spring and fall. Systematic flushing forces water to move through water lines and out through fire hydrants to remove rust and sediments that can collect in the water system.

Any discolored water that gets into your home or business water lines is temporary, not harmful and should clear up quickly. If you experience discolored water or sediment in your water following flushing, remove aerators from your faucets and run cold water for a few minutes. The discoloration is not harmful to humans or animals. If you have any questions or concerns please call our office at 674-7100.

## *Act now to claim your lighting 'bonus rebate' for LED fixtures*

For a limited time, North Branch Municipal Water & Light is offering a lighting 'bonus rebate' for changing out fluorescent fixtures to LED fixtures.



If you use fluorescent light fixtures in your building, now is the time to upgrade to energy-efficient LED fixtures or retrofit kits. Through June 30, we're offering a \$20 bonus rebate for each qualifying new fixture installed, when you replace or retrofit your existing fluorescent fixtures. Plus, you can receive a \$10 bonus rebate for each new occupancy sensor installed to control your qualifying new LED fixtures. Bonus rebates are over and above our standard fixture and sensor rebates.

Switching from fluorescents to LEDs can result in energy savings as high as 30 percent! LED lights also last longer, offer better dimming performance and light distribution, and require no recycling. These advantages make LEDs more cost-effective in most applications.



Contact Keith Butcher at (507) 990-5907 for your Business Lighting Rebate Form or for more information. Rebate forms need to be returned to us by June 30, and the fixtures installed no later than the end of this year.

## *Call 8-1-1 before you dig*

Building a deck? Planting a tree? Installing a mailbox?

8-1-1 is the number you should call, at least two days before you begin any digging project. (This is taking the place of Gopher State One Call, which you can still call directly at 1-800-252-1166). 811 was created to help protect you from unintentionally hitting underground utility lines while working on digging projects.



People digging often make risky assumptions about whether or not they should get their utility lines marked due to concerns about project delays, costs, and previous calls about other projects. These assumptions can be life-threatening.

Every digging job requires a call—even small projects like planting trees or shrubs. If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood, and potentially be responsible for fines and repair costs.

Don't assume you know what's below. Protect yourself and those around you—call 811 every time. This is a service provided by the various utilities and there is no charge to you.

## *Dispose of old CFLs properly*

Compact fluorescent lamps (CFLs) can last 10 times longer than incandescent bulbs and use only 25 percent of the electricity. However, they also contain a small amount of mercury. This



means these bulbs need to be used and disposed of in a responsible manner. You can bring your old fluorescents to the Chisago County household hazardous waste facility, north of downtown in the industrial park at 3946 Grand Ave. Call 651-213-8920 because hours are limited. Many home improvement stores also accept these bulbs free of charge.

## *Visit us online for more info*

For more about your utility's energy efficiency and rebate programs, visit us online at [www.saveenergyinnorthbranch.com](http://www.saveenergyinnorthbranch.com). We also take pride in being a local business. You can contact us with a phone call to 674-7100 or stop by our office at 6388 Maple St.

