



## Albany Utilities Implement Billing Plan to Help Customers

For Immediate Release

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**Albany, GA (October 21, 2018)** – On October 10th, Albany experienced one of the most devastating natural disasters in its history. Hurricane Michael tore through the City, leaving in its wake, hundreds of downed trees, shredded power lines, broken poles and over 28,000 Albany Utility customers without power. The City of Albany employees, along with hundreds of other line workers from out of town, worked vigorously to restore your utility services and remove debris.

Many customers are concerned about how the storm will impact their utility bill. This is what residential customers can expect:

- Meter readings taken for service periods covering the timeframe of August 30th through October 9<sup>th</sup> will be billed based on actual usage – these meters were read in the usual manner.
- As a result of the storm, residential meter readings were suspended from October 10th through 19th and therefore affected accounts will be billed based on estimated usage – this will be clearly noted on your bill.
- The estimated bill will be the calculation of the average of your last six months of usage for your subscribed services. And to help our customers we have decided that the electric winter rate will be applied early resulting in savings to most customers.
- Other services like solid waste, stormwater and sewer will be billed as normal.
- Meter readings will resume on October 22<sup>nd</sup> and bills generated after this date will be billed based on actual usage.
- Any estimated over charges will be credited and undercharges will be added to your next bill.

Sharon D. Subadan, City Manager stated, "Customers will be given additional time to pay, and there will be no late fees, to a point. There will be no fees to move a customer's service to a temporary location while they rebuild or rehab their homes.

Another thing we're doing is we're going to our 'winter rates' a month early. This rate will save customers money."

For more information on billing, please contact Albany Utilities Customer Service at 229.883.8330.

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