

# SEBEWAING LIGHT AND WATER WAVES

June 2020

## ELECTRIC

\*If you should come upon a **downed powerline, never** touch anything it is in contact with. If walking, **shuffle your feet**, keeping them solid on the ground, as you **move away** from the power line or **hop with both feet** at the same time. **Never** pick up your feet and walk or run away. If you are in a vehicle that a wire falls on, do not get out, unless it is life threatening. If you must get out, **jump** to the ground. **Never** touch the vehicle and the ground at the same time. If you see a down wire, call our office at 989-883-2700 or after hours pager at 1-989-258-0114.

\*Do you have an electric meter that looks similar to this picture? Did you know that you can get a \$100.00 credit on your account if you update your meter service! We will provide the electric meter and meter socket but, you are responsible for hiring an Electrician to install everything, including updating the fuse box to a breaker box, to meet current building code. You can also get \$100.00 credit on your account if you move your service from inside to outside. So that it is readily accessible by our employees.



\*We are continuing our Energy Optimization program, in 2020. As in past years, if you buy a

qualifying item we will give you a rebate to help offset some of the cost of buying the new item(s). These new items should help you save electricity. Just fill out the form, included, and turn in receipts along with packaging, to our office.

\*Now is a good time to check cords and wires on small appliances, video consoles, cell phone chargers, extension cords, etc. to see if they are cracked or frayed and replace any that are.

## WATER

\*To comply with state requirements, for lead and copper, we are asking for your help in obtaining the following information. We need to know what type of service line you have that enters your house and goes to the water meter, whether it is copper, galvanized, lead, etc. Also, we need to know what the plumbing is on the other side of the water meter and if you have a water softener in your home. If you haven't given us your response yet, we would appreciate a phone call or a note with your next payment. Thank you!

## INTERNET

\*Do you have our fiber internet? If not, it only costs \$125.00 for installation and then \$35.00 per month for 30mbps upload and download speed. No Contract and No limit on usage. Plus, we offer a fiber box (ONT) that provides

wifi, free to homeowners or a small, refundable, deposit for renters. Call today, to sign up, 883-2700.

\*Are you having trouble with your internet service?

- Check to make sure the fiber cable is not frayed.
- Check your connections, making sure all are secure.
- Are there lights on, on the ONT?
- If not, check your power supply.
- If there are lights on, try rebooting the ONT by unplugging the power supply for 30 seconds and then plugging it back in. Wait 15-20 minutes and see if you can connect to your internet.
- If you have our phone service and your phone is not working, go through the above steps.
- If, after trying these steps, your internet or phone still does not work, call our office during regular business hours Monday thru Friday 8am-5pm and we will help you.

\*If you move out, for any reason, Do NOT ever cut ANY wires, cables or cords that attach to your ONT. Call us and we will come get the ONT and power cord back.

\*Older electronic devices and gaming systems will run slower. They do not have the capability of running at the fastest speeds.

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If you find that your internet is slow, it may be time to upgrade your devices or gaming systems.

\*Do you need better wifi signal in your house? You can get a wifi range extender to booster your signal further.

## GENERAL

\*Are you going to be doing **ANY** digging on your property? Before you dig, call **MISS DIG at 811**. This is a free service. If you don't call and you hit an electric, gas, sewer, water, phone, or fiber line, it could become very costly to repair and you would be responsible for the bill.

\*We ask for your cooperation in providing easy access to your meter reading devices. Please keep your bushes, shrubs and trees trimmed back, and move trash cans, patio furniture, kids' toys, etc, out of the way so that, our employees can easily access your electric meter and the water meter register/touch pad on the outside of your home. If your meters are inside a fence, please make sure your fence is in good working condition and doors are easily accessible. Please, no bungie cords wrapped around holding the gate shut.

\*You can access your account online, through the link on our website at [www.slandw.com](http://www.slandw.com). With online access, you can set up autopay, sign up for paperless billing, schedule a

payment, etc. You can also receive e-mail notifications when a new bill is available. Just give us a call to get your e-mail address on your account.

\*Mosquitoes breed in standing water in many different backyard habitats. Follow these tips to limit the number of mosquitoes living in your own backyard.

- Store cans, pails and buckets upside down.
- Get rid of old tires.
- Drain water from tarps that cover wood piles, boats, etc.
- Keep eaves clean of leaves and debris
- Empty plastic wading pools when not in use.
- Keep grass cut short and shrubbery well trimmed, so adult mosquitoes won't rest there, in the daytime.
- Keep ditches, drains and culverts clear of weeds and trash.

\*Would you like your yard sprayed for mosquitoes, for free? Call 877-276-4714 for a limited number of private sprayings within the Village and Township.

\*Help is available for residential customers struggling to pay their utility bills.

- Call 2-1-1 or go to [www.mi211.org](http://www.mi211.org) for info about getting help paying your utility bill or to learn about agencies that assist with energy bills.

- Apply for State Emergency Relief (SER) directly through MI Bridges <https://newmibridges.michigan.gov/> for bill payment assistance or call 855-275-6424.
- You can also get assistance with the applications process by calling 2-1-1 to be referred to a Michigan Energy Assistance Program (MEAP) grantee that can help.
- Apply for a Home Heating Credit. Visit the Michigan Department of Treasury's website to see if you qualify.
- Sebewaing Light and Water residential customers can now apply for assistance with your utility bill through DHS until October 31<sup>st</sup>.

\*Please understand that we are a not-for-profit public power utility and are ultimately owned by the public we serve. We are strongly committed to ensuring we provide the best possible service. As the covid virus continues to impact our community, the snowball effect of non-payment will impact all. We do not have shareholders in our utility, we have customers (rate payers) keeping our utility viable and strong. For those struggling, we do have a payment plan option available to get your utility bill caught up. Please contact our office for a personalized plan. The plan must be followed.