

**Virginia Department of Public Utilities**

618 2<sup>nd</sup> Street South  
 P.O. Box 1048  
 Virginia, MN 55792  
 Phone (218) 748-7540 Fax (218) 748-7544

**Equal Payment Plan 2007 - 2008**

Complete & return this form to Virginia Public Utilities at address shown above by April 25, 2007.

*Note: If you are currently signed up for the Equal Payment Plan for the year June 2006 – May 2007, you will be automatically signed up for 2007-2008. Your new payment amount will be calculated and sent to you.*

I am interested in receiving information on the Equal Payment Plan for my account(s) listed below.

Before signing up, I would like you to calculate my monthly Equal Payment amount(s) for each of the accounts I have listed.

I understand that I will receive a separate calculated payment form to complete, sign, and return to the Utility by May 18, 2007 in order to participate in this Plan for the year June 2007 through May 2008.

Customer Name (please print)

Daytime Telephone Number

Mailing Address

City, State & Zip

First Service Address

Account # (on your bill):

Second Service Address

Account # (on your bill):

Third Service Address

Account # (on your bill):

Fourth Service Address

Account # (on your bill):

If needed, please list additional service addresses along with account number here:

**April 2007**



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The VPU Customer Newsletter is published quarterly by the City of Virginia, Minnesota Department of Public Utilities.

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This is a quarterly publication of VPU for the benefit of its customers. It is not intended to serve as official notice or supplement the official record of the City or the Department of Public Utilities.

Suggestions or comments should be directed to Connie Larson at (218) 749-7744.

Meter readings can be submitted by mail, phone, or email by sending the name, address, account number, along with the meter readings to billing@vpuc.com.

VPU reminds customers to **Call Before You Dig**. Be sure to contact Gopher State One Call at 800-252-1166 or www.gopherstateonecall.com

Virginia City Council minutes can be viewed on the City's website—www.virginiamn.us.

Virginia Public Utilities Commission minutes can be viewed on VPU's website — www.vpuc.com

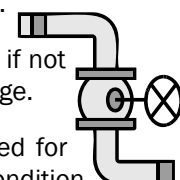
An informational newsletter for Customers of the Department of Public Utilities, Virginia, Minnesota



**CUSTOMER BURIED PIPING**

As you may know, the Department of Public Utilities is responsible for all gas services up to the outlet side of the gas meter. It is the customer's responsibility for any exposed gas piping and buried gas piping installed on the load side (or output side) of the meter. That said, it should be noted that the customers have some responsibilities:

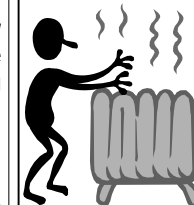
- ◆ The Department of Public Utilities does not maintain customer's piping.
- ◆ All exposed or buried piping on the property owner's side of the meter, if not maintained, may be subject to potential hazards of corrosion and leakage.
- ◆ Buried gas piping should be periodically inspected for leaks, inspected for corrosion if the pipe is metallic, and should be repaired if any unsafe condition is discovered. Plumbing and Heating contractors can assist in inspecting and repairing of gas services.
- ◆ When excavating near buried gas piping, the piping must be located in advance, and the excavation done by hand. Gopher State One Call must be called so that any other utilities in the area can also be identified.



The Department of Public Utilities performs annual leak surveys of the gas distribution system in Virginia. If you'd like to have your buried line included in the survey, a drawing showing the route of your gas line can be submitted to the Utilities Engineering Department and your line will be included in the survey. One thing to keep in mind is if we find a leak or problem, depending on the severity, your gas will be shut off and locked until repairs are made. Any and all repairs are the responsibility of the property owner.

**STEAM SYSTEMS NEED LOVE TOO!**

By Bill Hafdahl, Director-Finance/Administration



In the past two years since I've been at the Utility I've come to notice a difference in the behavior of our steam customers versus that of our gas customers. Our gas customers, of which I am one, never call the Utility to deal with their furnace problems. If their heat bill has much higher usage than expected, they call a plumbing and heating contractor. The contractor looks at the system and repairs it as necessary. The customer pays the contractor, pays the high utility bill, and chalks it up to experience.

Many steam system customers, however, call the Utility when they get a higher than expected bill. We send a serviceman out and they usually find that the problem is in the customer's steam system and not a Utility problem. The serviceman will suggest that the customer call a plumber to make the necessary repairs. Most of the time, but not all the time, the customer does call a plumber to deal with the problem. But then, and this is the part that leaves me baffled, the customer asks for a credit on their bill for the high usage, and, what's even more exasperating: in the past we gave the request consideration.

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