

# FREQUENTLY ASKED QUESTIONS



QUESTIONS	ANSWERS
<b>BILLING RELATED ISSUES</b>	
<p><b>What should I do if I have received a delinquent notice and cannot pay my utility bill by the due date?</b></p>	<p>It may be possible to make arrangements for payments to bring your account current. If you have a past due amount, it is necessary for you to contact the City of Lodi Finance Department to avoid having your service interrupted. Call (209) 333-6717 or visit the Finance Department at 310 West Elm Street.</p>
<p><b>My electric utility bill is too high, what can I do to lower it?</b></p>	<p>Contact a Lodi Electric Utility (LEU) representative to discuss ways to save energy. You may also visit <a href="http://www.lodielectric.com">www.lodielectric.com</a> for energy saving tips and rebate information. Additionally, you may contact Efficiency Services Group (ESG) to discuss rebates or request a free energy audit. Contact ESG at (855) 516-2105.</p>
<p><b>Are there medical discounts available for my electric utility bill?</b></p>	<p>You may qualify for the medical discount if a full-time resident of the household regularly requires use of life support equipment or has a medical condition requiring other space heating or cooling needs. To receive this discount, a doctor must certify the special energy needs of the patient. For more information, contact the LEU at (209) 333-6762.</p>
<p><b>How do I read my meter?</b></p>	<p>Most electric meters have four or five digits. Example: If your current meter read is 16937 and your previous month's meter read was 16125, then your electric consumption for the month would be the difference or 812 kilowatt-hours. (A kilowatt-hour is equal to using 1000 watts of power for one hour.)</p>
<p><b>What are my utility bill payment options?</b></p>	<p>At the Finance Department at 310 West Elm Street:</p> <ul style="list-style-type: none"> <li>• <b>Payment kiosks</b> accepting cash, check, or credit/debit card.</li> <li>• Payment cashier windows.</li> </ul> <p>The following locations are also authorized to take City of Lodi payments:</p> <ul style="list-style-type: none"> <li>• Walmart at 1600 Westgate Drive</li> <li>• Discoteca El Gallo at 8 N Cherokee Lane</li> <li>• Check into Cash at 720 S Cherokee Lane</li> </ul> <p><b>By mail</b> to P.O. Box 3006 Lodi, CA 95241-1910.</p> <p><b>Pay by Phone</b> using the new Interactive Voice Response (IVR) system. Call the toll free number (844) 778-1882 and follow the verbal instructions to pay by e-check or credit card.</p> <p><b>Online</b> at <a href="http://www.lodi.gov">www.lodi.gov</a>. Thousands of our customers have set up online electronic payment accounts. It's convenient, easy, and allows customers to view a history of their bills and payments online. There's no charge for this service. Customers can link a bank account or a credit card to make the payment. You may also set up automatic or recurring payments.</p> <p>You may also use the Pay by Text option to quickly and conveniently pay from your Smartphone or tablet. Simply register your account online and select the pay by text option and follow the set-up instructions.</p>

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<b>SERVICE RELATED ISSUES</b>							
<p><b>When is it important to contact the Lodi Electric Utility (LEU)?</b></p>	<p>Always call the Lodi Electric Utility (LEU) emergency line at: (209) 368-5735 to report the following:</p> <ol style="list-style-type: none"> <li>1. Loud noises, flashes, or sparks you may have observed.</li> <li>2. Wires down or damage to electrical equipment.</li> </ol> <p>Note: Remember to stay away from downed power lines and keep others away as well.</p>						
<p><b>What do I do if my power is out?</b></p>	<p>Before calling LEU, do the following:</p> <ol style="list-style-type: none"> <li>1. Check to see if the power is out in the entire house or only part of the house.</li> <li>2. Check all of your circuit breakers at your main panel outside by your electric meter and also inside, if you have a sub panel, make sure the breakers are in the "On" position.</li> <li>3. Check to see if your neighbor's lights are on.</li> </ol>						
<p><b>How can I get LEU to trim the trees that are encroaching on my power lines?</b></p>	<p>LEU will trim trees when the vegetation encroaches upon the minimum clearances required by the California Public Utilities Commission, General Order 95, Rule 35. Call LEU at (209) 333-6766 to request an inspection; this service is provided free of charge. Never attempt to trim trees away from power lines yourself.</p>						
<p><b>Will LEU replace broken breaker switches, repair internal electric wiring, or service electric appliances?</b></p>	<p>LEU does not replace parts or make repairs on customer-owned equipment or wiring.</p>						
<p><b>Does LEU remove graffiti on transformers?</b></p>	<p>Yes - call (209) 333-6766 to report graffiti on LEU equipment.</p>						
<p><b>How can I report a streetlight out in my neighborhood?</b></p>	<p>Use the form on our website <a href="http://www.lodielectric.com/eureport.aspx">http://www.lodielectric.com/eureport.aspx</a> or call us at (209) 333-6766. If possible, please provide the streetlight number from the green label located on the street side of the light.</p>						
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