



IQAP INSIGHTS

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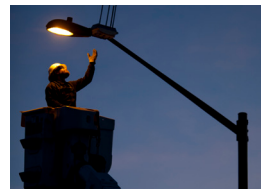


Welcome to the first edition of IQAP Insights! You are receiving this newsletter because you are enrolled in the Income-Qualified Assistance Program (IQAP) and on a reduced rate for electric, water and/or wastewater services provided by Fort Collins Utilities. These newsletters will provide information and tools you can use to reduce your energy and water use, which can lower your utility bill. Each month, we will focus on a different topic, such as heating and cooling, refrigeration, bathroom water use or electronics. We also will connect you to free City of Fort Collins events and programs. We encourage a minimum of two hours participation each year in efficiency education, but you can participate as much as you'd like. Reading this newsletter each month will fulfill the annual two hours. However, the more you participate, the more you could save.

LEARN

You receive a bill from Fort Collins Utilities each month, either online or in the mail. Depending on the services your household receives, you may see electric, water, wastewater or stormwater charges. So, what exactly are each of those services?

- **Electric** – Utilities provides power to over 70,000 Fort Collins homes and businesses. Did you know 99% of our electric distribution system is underground, making our system one of the most reliable in the country? Electricity rates change based on when you use it (time of day, day of week and season). Learn more: fcgov.com/electric
- **Water** – Our drinking water comes from Horsetooth Reservoir and the Cache la Poudre River before it is treated and delivered to customers through more than 500 miles of pipes. Our water rates are on a tiered system, meaning the rate goes up after you've used certain amounts of water. On average, each person uses about 73 gallons of water per day. Learn more: fcgov.com/water
- **Wastewater** – After water goes down the drain, it travels through a series of pipes to our water reclamation facilities. There, it is cleaned and discharged into the Cache la Poudre River or Fossil Creek Reservoir. Wastewater rates include a fixed charge and a charge based on your indoor water use January through March. Learn more: fcgov.com/wastewater
- **Stormwater** – When it rains or snows, our stormwater system collects excess water and sends it to the river to help prevent flooding. Since this water is not treated, it's important that it remains free of contaminants that could pollute our waterways and environment. The stormwater rate you see on your bill is the same every month, based on lot size. Learn more: fcgov.com/stormwater



ACT

- **Understand your bill.** With your bill in hand, either your paper copy or online at fcgov.com/ebill, read through the “How to Read Your Bill” guide enclosed.
- **Jump start your home’s water and energy efficiency.** Sign up for a free home efficiency assessment and products through Larimer County Conservation Corps. Corps members will inspect your home’s insulation, appliances, windows, toilets, and heating/cooling system, and install efficiency measures such as LED light bulbs, programmable thermostats, water-wise shower heads and high-efficiency toilets. The program is open to both renters and homeowners. Schedule an appointment online at larimer.org/ewd/energy or call 970-498-6660.



LEARN MORE

- Check out Fort Collins Utilities fun trivia video at fcgov.com/trivia-video.
- Next month, we will learn more about electric Time-of-Day pricing. Get a head start at fcgov.com/TOD-Info.
- Learn more about our Cache la Poudre River water supply at fcgov.com/water-supplies.
- Take a virtual tour of our water reclamation facility at fcgov.com/water-reclamation-tour.



To access this information in the future, all newsletters and links will be available online at fcgov.com/IQAP-Insights.

NEED ASSISTANCE?

Email utilitiesaffordability@fcgov.com or call 970-416-2032.

Esta información sobre el programa “Income-Qualified Assistance Program”, que ofrece una tarifa de luz y agua a descuento, puede ser traducida, sin costo para usted, 970-212-2900.

STAY CONNECTED



Follow us at [@fcutilities](https://www.instagram.com/fcutilities).



fcgov.com/IQAP | utilitiesaffordability@fcgov.com | 970-212-2900
Auxiliary aids and services are available for persons with disabilities, V/TDD 711.