

# Between the Lines

Volume 3, Issue 4

December, 2010

### General Information

One Grand Street  
Coldwater, MI 49036

Office: 517-279-9531

Internet Helpdesk: 517-278-9276

Website: [www.coldwater.org](http://www.coldwater.org)

Payment Options: Mail, Drop-box,  
Automatic Bill Pay, On-Line Bill  
Pay or Lobby Mon-Fri, 8a - 5p

Suggestions for Newsletter:  
[Newsletter@coldwater.org](mailto:Newsletter@coldwater.org)

**We're on Facebook... and  
Twitter too!** Get up-to-date  
information on City and CBPU  
events,  
programs &  
service offerings!



The City and CBPU  
Offices will be  
**CLOSED** on the  
following dates:

Thursday, Dec 23rd  
Friday, Dec 24th  
Thursday, Dec 30th  
Friday, Dec 31st



### IMPORTANT DATES:

Christmas Tree Pickup  
begins December 27th

Winter Taxes are due  
February 14, 2011

Daylight Saving Begins  
March 13, 2011

## Home Heating Help Available

### Winter Protection Plan

The Winter Protection Plan protects eligible senior and low-income customers from service shut-off and high utility bill payments during the winter months (November 1 through March 31).

If you're an eligible low-income customer who participates in the Winter Protection Plan, you will not have service discontinued during the winter months if you pay at least 7% of your estimated annual bill each month, plus 1/12 of any past due bills.

If you're an eligible senior citizen customer who participates in the Winter Protection Plan, you are not required to make specific payments between November 1 and March 31 to ensure that your service will not be shut off. However you are encouraged to pay as much as

you can during the winter so you will not have large, unmanageable bills when the protection period ends.

When the protection period ends (March 31), you will need to pay the full monthly bill plus a portion of the amount owed from the winter months.

You qualify for the plan if you meet one of the following requirements:

- Are age 65 or older
- Receive DHS cash assistance
- Receive Food Stamps
- Receive Medicaid
- Have a household income at or below 150% of poverty level

### Medical Emergency Protection

You are protected from service shut-off for non-payment of your electric bills for up to 21 days if you have a proven medical emergency. You must provide written proof from a doctor that a

medical emergency exists.

### Military Customers

If you or your spouse is called to full-time active military service by the President of the United States or the Governor of Michigan during a time of declared national or state emergency or war, you may apply for shut-off protection from your electric service for up to 90 days.

### Other Assistance Options

Dept of Human Services  
517-279-4200

Community Action Agency  
517-279-9325

Salvation Army  
269-251-4275

Veteran's Affairs  
517-279-4322

THAW  
800-866-8429

United Way  
211

### HIT MOVIES. HUGE SAVINGS!

**Sign up for Starz & Encore  
before December 31st and get  
all 13 Premium Movie  
Channels, including Starz HD  
for half price for 3 months!**

**Call us at 279-9531 to take  
advantage of this  
great offer by  
Starz & Encore!**

Offer is \$7.50/month for 3 months  
Offer expires 12/31/2010



### CBPU TELECOM HAS THE NFL NETWORK!



NFL Network is the home of nearly 200 football games each year, including 8 exclusive, live prime-time regular season NFL games. NFL Network hosts NFL Total Access, NFL Game Day Morning, NFL Game Day Final, a postgame show, and NFL Replay, which features the 4 most exciting games each week. NFL Network is the exclusive home to the NFL Scouting Combine, the official destination of the NFL Draft, team training camps, this year's Insight Bowl, the Senior Bowl, the Hall of Fame weekend & preseason games.

Customers that would like to upgrade to HD or the digital basic package for access to the NFL Network can contact Customer Service at 279-9531.

## Recycle Your Fridge or Freezer and Pick Up \$30

Chances are, that old working refrigerator or freezer in your garage or basement is running up your electric bill.

That's because they can use three times as much energy as newer models, which can add up to \$150 a year to your electric bill.

**But now there's an easy solution.**

We'll pick up your older appliance for free and you'll pick up \$30 in cold cash when you recycle it.

So do something good for yourself, good for the environment and lower your energy bills, too.



### How the program works:

The CBPU contracts with JACO Environmental, an appliance recycler, to pick up and recycle the units.

**If you're a CBPU Customer, call 1-877-270-3519 or visit [www.coldwater.org](http://www.coldwater.org) to schedule your free pickup**

Refrigerators and stand alone freezers must be in working condition and must be between 10 and 30 cubic feet using inside measurements.

CBPU customers must own units being recycled. Limit two units per residential address. Additional restrictions apply.

If you've upgraded to a new fridge or freezer and the retailer already recycled your old unit, you can fill out a "Proof of Recycling" form found on our website, which qualifies for a \$50 rebate!

### CBPU Customers can REAP Big Savings

The CBPU is also offering a Residential Energy Assistance Program called REAP. REAP is designed specifically for CBPU customers whose household income falls under 200 percent of the poverty income, based on family size. A basic energy audit of the qualified applicant's home will be performed, followed with energy education and a review of their current utility billing. Energy saving measures will then be chosen and installed in their home.

Through education and the installation of conservation measures, electrical and water consumption can be reduced tremendously. For more information regarding the REAP program call 279-9531 or visit [www.coldwater.org](http://www.coldwater.org).

## We Need Your NEW Phone Number!

We are always looking for ways to stay better connected with our customers. One area of improvement we would like to enhance is the ability to provide account and outage information via interactive voice response (IVR) system.

To accomplish this, we need your help! The first step is to ensure we have the most up-to-date contact information on your account. Many of us have had an account with the CBPU for years, so

it's likely phone numbers have changed. I'm sure most of us have added cell phones and e-mail addresses as well, since the account was started.

**Please, take a moment to call us and update your account information.**

The CBPU does not give out personal information or sell it to a third party. Updating your account helps us get important information to you in the

quickest way.

**If you are a senior citizen (65 or older) it is very important that you contact us to update your account.**

We also want to make sure that you're aware of discounts and services that are available to you.

Contact us at 279-9531 Monday through Friday from 8:00 a.m. to 5:00 p.m.

## Downtown events or DMS pickups

Here are a few friendly reminders you may find helpful for the upcoming Holiday season:

- Christmas tree pickup begins on December 27th and ends on January 14, 2011.
- Between the week of Christmas and New Years, extra garbage (boxes, wrapping paper, any holiday related

items) will be picked up at no charge.

- If your garbage pickup day falls on Christmas Day or New Year's Day, your garbage will be picked up the following business day.
- Before winter approaches, please



inspect (and repair) your mailbox to allow for snow removal.

- Please clear your sidewalks and walkways of snow and ice. Also, please be sure not to pile snow on the sidewalk or street when plowing driveways and parking lots.

For more info, call DMS at 279-7770 Monday-Friday from 8:00am to 4:00pm.