

SERVICES

Per City Code, utility service is provided at the request and with the consent of the property owner, and any unpaid utility charges constitute a perpetual lien on the property to which service was delivered.

RATES

Fort Collins Utilities reviews rates and adjusts them when necessary to reflect the cost of providing utility services. City Council approves rates by ordinance. Customers are assigned rate codes depending on their type (residential or commercial) and the services provided.

Learn how utility costs are allocated at fcgov.com/rates-allocation.

For more information on rates, visit fcgov.com/utility-rates.

Electric:

Residential Rate: Fort Collins Utilities transitioned to Time-of-Day residential electric pricing in October 2018. For more information, visit fcgov.com/TOD.

Commercial Rate: Rates are assigned based on the customer's electric demand and vary seasonally. For more information, visit fcgov.com/commercial-rates.

Streetlights: A portion of electric rates (approximately 1%) funds the operation and maintenance of the streetlight system.

Water: Water rates include a base charge. Residential and duplex rates have a three-tier structure. Multi-family and commercial customers pay seasonal rates.

Stormwater: Rates pay for construction and maintenance of the stormwater system to better protect Fort Collins during storms and floods. All developed properties within city limits pay stormwater rates. Service remains active, even if other utility services are inactive.

Wastewater: Rates for residential customers include a base charge and consumption charge, which is based on average water consumption billed during January, February and March (winter quarter average, or WQA). This charge is recalculated in April and applies until the following April. Minimum WQA is 3,000 gallons (4,000 for duplexes).

EXPLANATION OF TERMS

Actual Balance: Applies to Even Pay customers only. This is the difference between actual charges and the Even Pay billed amount.

Base or Fixed Charge: Pays for some of the costs associated with billing, metering, and/or system capacity for electric, water and wastewater.

Coincident Peak (cp): Applies to large commercial and industrial customers only. Customer's electric demand measured during the same hour that Platte River Power Authority experienced its monthly peak demand.

e: Estimated meter reading.

Electric Demand or Facility Demand: The rate or speed at which electricity is used.

Electric Energy or Electric Use: Amount of energy, measured in kWh, used during the billing month.

kW: Kilowatt, describes the rate at which electricity is used (demand).

kWh: Kilowatt-hour, describes the amount of energy used.

Multiplier: A factor applied to some meter readings to calculate actual usage.

Excess Water Use Fees: Assessed on commercial and irrigation accounts when annual use exceeds the account's allotment, which is determined by water supplies tied to the account. Details: fcgov.com/excess-water-use

REA Fee: Applies in annexed areas to compensate Poudre Valley REA for the loss of electric service territory. It is equal to 5% or 25% of the electric charges, and it ends after 10 years.

Service Charges and Fees: Cover administrative costs related to service requests, manual meter reading, delinquency and other items. A late fee is assessed on unpaid balances after the due date. Visit fcgov.com/fees-and-service-charges.

WQA: Winter quarter average (see Wastewater above).

PAYMENT OPTIONS

Online: Sign into your account at fcgov.com/utilities.

- Enroll to view and pay bills electronically using a checking or savings account; or
- Make one-time payments using a checking or savings account or credit card; a convenience fee applies.

Phone: Call 970-212-2900 (24/7) to pay with Visa, MasterCard or Discover.

Even Pay: Average out seasonal variations in utility charges. *Restrictions apply.*

Mail/In-Person: Send payments in the envelope provided with your bill to P.O. Box 1580, Fort Collins, CO 80522-1580. Pay in-person in the lobby at 222 Laporte Ave. or in the drive-up payment drop box in the alley east of the building.

CONTACT INFORMATION

Billing and service requests – Se habla Español	970-212-2900
24-hour account summary and bill payment	970-212-2900
24-hour power outage reporting	970-221-6710
24-hour water, wastewater, stormwater emergencies	970-221-6700
Streetlight problems	970-221-6313
Graffiti hotline	970-416-2400

E-mail: utilities@fcgov.com • **Web:** fcgov.com/utilities

Online service requests: fcgov.com/start-stop-utilities

General City questions or comments: Visit Access Fort Collins at fcgov.com

CUSTOMER ASSISTANCE

Payment Assistance

Call: Catholic Charities – Larimer County	970-484-5010
La Familia/The Family Center	970-221-1615
United Way 2-1-1	970-407-7066
Visit: fcgov.com/utilities-affordability	

Income-Qualified Assistance Program (IQAP) 970-212-2900
Visit: fcgov.com/IQAP

Medical Rate (for customers with medically necessary electric equipment) 970-212-2900

Weatherization 970-617-2801

LEAP – Low-Income Energy Assistance 888-775-5327
Visit: discovermygoodwill.org/programs/leap

Rebates (utilities, sales tax on food, property tax or rent for low-income, seniors and disabled customers) 970-416-2304
Visit: fcgov.com/rebate

Energy and Water Efficiency 970-212-2900

PLEASE NOTE

Cuenta en Español: Si usted quisiera recibir esta cuenta traducida al Español, por favor envíe un correo electrónico en Español a titesix@fcgov.com or llame al 970-212-2900.

Customers with Disabilities: Auxiliary aids and services are available for persons with disabilities. V/TDD: Dial 711 for Relay Colorado.

Hours: Customer Service is open Monday-Friday, 8 a.m.-5 p.m. excluding government holidays.

Meter Access: Per City Code and Electric Services Rules and Regulations, meters are the property of the City. Safe and unobstructed meter access ensures accurate meter readings and continued utility service. Only Utilities employees may work on meters.

Protecting Electrical Equipment: Customers are responsible for protecting their electrical equipment and computer data.

Rental Property Services: Rental property owners and managers may request automatic transfer of utility services into the owner's name during tenant vacancies and written notification of pending discontinuance of service due to nonpayment. Service charges may apply.

Underground Utility Locates: For your safety, call the Utility Notification Center of Colorado at 800-922-1987 at least two days prior to digging on your property.

Telephone Consumer Protection Act: Learn more at fcgov.com/tcpa.

Additional rules and regulations apply.