

Discussion Points: Customer Questions After seeing the Channel 5 Report ...



- **On Channel 5, the neighbors' bills cost less than mine and my use isn't that high. Why are my bills so high?**

That story was very misleading. You got only half the story! Those neighbors actually paid much more than was reported. They were only comparing the ***fuel charges*** on their bills (which is the PPA on our bill) but there are other charges. In fact, the average cost per kilowatt hour for a National Grid customer is 16.2 ¢ when all the charges are included. That makes their bill for 2,000 kilowatt hours use **\$324** (not the \$200 that was reported). The same bill for an MG&E customer is **\$289** – much less.

- **Why don't we get a choice of energy supply like these people?**

All municipal light plants are not required to provide a choice by state law. The state knows that municipal utilities like MG&E are already providing some of the lowest cost energy. Their customers already have a say by electing a governing board that is involved in choosing energy supply for them. And it works! MG&E residential bills are on average 10% to 15% lower than surrounding private utilities.

- **How should I compare my bill to my neighbors?**

You'll find that you and your neighbor pay the same rate. The difference in the total bill is related to actual use. Houses are different. Lifestyles are different. This can make neighbors' bills very different. Compare the *cost per kilowatt hour only*. Look at the net amount due – without any past due or service charges – and divide it by the kilowatt hours used that month. That will give you the cost per kilowatt hour.

- **How can I save money on my bill?**

Start by focusing on your largest energy users in the home – anything that heats or cools including your heating system, hot water heater, refrigerator – these are the largest energy users and having them cleaned and operating at their best can save the most. Next, eliminate the extra users for the winter season, especially anything that heats or cools such as the spare refrigerator in the garage, the dehumidifier in the basement, and the filled hot tub and tropical fish tank. All add significant costs to your bill – especially this year.

We encourage any residential customer to call our toll-free **Energy Hotline (888-772-4242)** for more advice and assistance.