



Pinching Pennies

Once construction began on Provo's taxpayer-approved public safety headquarters and city hall, I challenged department directors to critically examine their needs and current staffing. Citizens supported replacing our failing city facilities—and it was important we honor that trust with a well-run government.

All department directors were tasked with ensuring we were taking an efficient, right-sized city organization into our new facilities. Each diligently reviewed organizational charts with citizen service needs as the guiding principle and made staffing adjustments accordingly.

As we officially begin operating from the new facility, we are faced with an uncertain economy of rising inflation, increasing prices, staffing challenges and supply chain issues. Knowing this, it was vital Provo City proactively create a leaner government without sacrificing quality

city services. By getting 'our house in order,' we are better positioned to handle the rising costs of service delivery.

Rising prices on fuel, fleet vehicles and construction materials have made the cost of doing business increase dramatically. Through fiscal forward-thinking, the material costs for two of our large capital projects, Provo City Airport and Provo City Public Safety Headquarters and City Hall, were locked-in prior to the sharp increase in costs.

For the past two years, Provo City was recognized as the nation's Best Performing City. While proud of that accomplishment, we're never done improving and will continue to find ways to serve citizens better.

Enjoy a Night at the Covey Center!

The Covey Center puts on a variety of shows every year ranging from intimate Black Box productions to energizing live concerts on the Main Stage.

View a full list of summer shows at the Covey Center on Provoconnect.com



IT ISN'T CHEAP TO BE THIS COOL



Heating and cooling a home averages around 44% of total home energy use. With temperatures reaching well past 100 degrees, customers should be careful when running any appliances that would increase their energy use during peak hours.



Is the number of days greater than other months in question? Billing Cycles can range anywhere from 27 to 33 days. A cycle may be shorter or longer so as not to make a bill due on a weekend or holiday.



Review the kilowatt hour (kWh) history for the last 13 months. This history is provided on every bill and can also be found at myusage.provo.org.



Appliances and lighting account for the remaining 56% of the total energy use in a normal household. If an appliance is more than 10 years old, the efficiency of that appliance may decrease significantly and require more energy to do its job. All appliances do not use the same amount of electricity.



If you leave your home for an extended period on vacation, remember that any appliance you leave plugged in will continue to use electricity. Water heaters, freezers, refrigerators, HVAC systems, landscape irrigation, and even DVRs continue to draw electricity if connected. Most of us note that the TV and lights were not left on, but we forget about other everyday items.

Join us for our Public Power Celebration!



October 6 2022

4:30-7:30 PM | Provo Power | 251 W 800 N

Bucket Truck Rides, Electricity Demonstrations, Safety Demonstrations, Other hands-on experiences for kids & adults!

Free hot-dogs, drinks & prizes for the first 500 participants!

This Event is free to the public and sponsored by: **provo POWER**

BACK TO SCHOOL

It's Back to School time! There's a lot to do to be successful. Luckily there are a lot of signs to help, especially how to park!

Watch out for No Parking, Permit Parking and Timed Parking signs in and around your campus and most importantly look out for crosswalks and school zones.

ROOFTOP SOLAR (NET METERING)

Q & A by **provo**
POWER

We receive a lot of questions about rooftop solar, so we'd like to help by answering some of the top questions we get with hopes of clearing up some confusion for customers that are investigating rooftop solar.

• If I install rooftop solar, will I still have an electric utility bill?



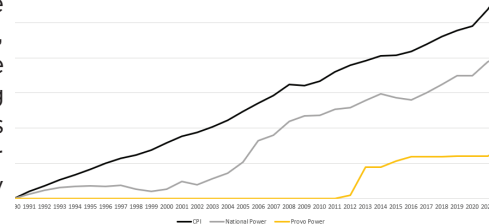
Customers are connected to the electric grid and there are still necessary transmission, distribution, and administrative costs associated with all electrical services. All customers are required to pay their part, regardless of solar generation, which means you will always have an electric utility bill. Granted, net metering is designed so that you can accrue solar generation credits which are applied to your monthly utility bill, however, it is imperative for our customers to know that credits are zeroed out annually in February so it is very important to have your system sized appropriately. Also make note that unless you pay cash for installation, you will also have a separate bill from the solar company that will accrue interest. You'll need to consider a return on investment (ROI) to see if it is worth the extra costs.

• Why don't the credits rollover annually?

Currently, Provo Power can purchase solar on the market for less than \$0.03 per kWh. For now, a solar customer gets a rate of \$0.065 per kWh for generated power (not used). This is a great incentive for customers as they are getting paid higher than market rates if they generate more power than consumed. Because of this, it has been established that credits will not be carried over as we are already paying a higher premium for generated power. Please consider this when sizing your system so that you don't lose credits in February of each year.

• Will the utility rates increase as forecasted by my solar contractor?

Provo Power has only raised rates five times since 1990, and we are still well below the national average. Unlike the solar sales pitch of the rates increasing by 5-7% annually, our latest rate increase is only 2% (\$2.00 per residential customer). Future rate changes will most likely be added to the base rate that all customers pay depending on cost of service studies. Times have changed with the economy, and there is always a potential for rates raising. However, Provo Power's vision and mission are to offer competitive rates with reliable electrical service. With the cooperation of the City Administration and Municipal Council, we will strive to maintain that vision.



• Does Provo Power maintain the solar panels after they are installed?

Your agreement for the solar panels and equipment is between you and the solar contractor, not Provo Power. The agreement that is signed by the customers and Provo Power is for the acknowledgment of receiving from and generating power to Provo's electrical grid, and the understanding of all the terms and conditions therein.

• How does the net meter work?

A net meter will only measure the excess generation of power to the grid. It does not measure what is being used on the premise. An appropriately sized system will generate (at full capacity) the closest amount of kWh that a customer uses during a month. Oversizing a system will allow for too many credits that will be zeroed out if not used by February of each year. This is a common occurrence and should be investigated fully before building the wrong size of system so that you get the best return on investment.

• If I have rooftop solar without batteries, will I still have power in my home if the power goes out on the grid?

Because you are always connected to the electric grid your power will also go out. This is for the safety and protection of not only your home and equipment, but also to prevent the possibility of electrocution to lineworkers working on power line equipment.

• Where can I find more information about net metering?

Please go to our website: provopower.org/net-metering/ for more information and videos about how net metering works. You can also schedule an appointment (info@provopower.org) to go over the requirements and even your proposal from a solar contractor to make sure that you understand the process before making a large financial investment.

• Is there an alternative to rooftop solar panels?

SharedSolar is a great option where customers can lease solar panels from our community solar plant to generate solar power without having to install rooftop solar panels, and in some cases, can save money on their electric bills.

renewchoice.com/shared_solar/



SharedSolar
Community-Owned Solar

2022

PROVO CITY FALL CLEANUP

DATES & LOCATIONS

Sep 26 - Oct 1 | 2027 W 820 N | POLE YARD

Oct 3 - Oct 8 | 2027 W 820 N | POLE YARD

Oct 10 - Oct 15 | 2620 N 1200 E | ROCK CANYON PARK

Oct 17 - Oct 22 | 2620 N 1200 E | ROCK CANYON PARK

Oct 24 - Oct 29 | 100 N SEVEN PEAKS BLVD | PEAKS ARENA

Oct 31 - Nov 5 | 1150 S 1350 W | FOOTPRINTER PARK

SEPT 7 - NOV 8 | PROVO CITY COMPOST YARD | 1625 S INDUSTRIAL PKWY

REGULAR TRASH, GREEN WASTE, AND METAL RECYCLING DUMPSTERS WILL BE AVAILABLE TO RESIDENTS

NO AFTER-HOURS DUMPING IS PERMITTED

Larger loads, double-axle trailers, and loose green waste loads may be redirected to the Transfer Station or Provo City Compost Yard at the discretion of the cleanup attendant.

Items that may NOT be placed in the Clean-Up Dumpsters

- Concrete, Blocks, Bricks, Dirt, Rocks, and Sod
- Paints, Solvents, Household Chemicals, Pesticides, Used Oil and Bulk Liquids
- Auto Parts, Tires, and Batteries
- Refrigerators, Freezers, AC Units, and items containing refrigerants

For information on how to dispose of these items and others, visit www.SUVSWD.org/what-to-do-with

PROVO CITY COMPOST YARD - 1625 S INDUSTRIAL PKWY, PROVO EXTENDED HOURS DURING CLEANUP | MON - SAT | 7AM - 5PM

Depending on availability, organic compost will be on hand for purchase to residents at \$3 per yard, and to nonresidents at \$6 per yard.

Green waste drop-off is available for residents free of charge during City Cleanups, and for a \$5 fee per pickup truck or trailer up to 16' for each drop-off after the City Cleanup.

No lumber, building materials, rocks, dirt, sod, stumps, treated wood, logs over 10" in diameter or trash is accepted at the compost yard. Logs over 4" in diameter to be cut to 8' lengths or shorter.

No loads from commercial haulers or landscapers will be accepted.

LEAF BAG COUPON

*Coupon good for five free leaf bags that can be picked up at the Public Works Department
1377 S 350 E, Provo.*

Name _____

Address _____

Coupon Effective 09/26/2022-11/05/2022 *Physical copy of coupon required

TRANSFER STATION COUPON

Coupon is good for one pickup truck or single-axle trailer load of mixed household trash at South Utah Valley Solid Waste District at 2450 W 400 S Springville, UT (801) 489-3027. MUST SHOW PROVO ID (driver's license or utility bill). All loads must be covered as required by the transfer station. For larger loads, this pass will only cover the first \$10.00 of the station's fee and the user must pay the difference. Multiple dump passes CANNOT be combined to pay for larger loads. No commercial loads; residents only.

Name _____

Address _____

Coupon Effective 09/26/2022-11/05/2022 *Physical copy of coupon required