



welcome guide

Providing natural gas, water, sewer and refuse
services to the Centennial Area

centennial utilities

Welcome Centennial Utilities customers!

Centennial Utilities provides the services of natural gas, water, sewer, garbage and recycling to Circle Pines customers and provides natural gas services to Lino Lakes and Blaine customers. Centennial Utilities is a municipal utility company of the City of Circle Pines and was formed to provide the community with its own utility needs.

OFFICE LOCATION & HOURS

Centennial Utilities offices are located within Circle Pines City Hall at 200 Civic Heights Circle, Circle Pines, MN 55014 and are open Monday – Friday 8 a.m. to 4:30 p.m.

Utilities staff are also available 24/7 for gas emergencies by calling Anoka County Dispatch at 763-427-1212 and asking for Centennial Utilities.

MOVING IN

If you are moving in, you will need to fill out a Centennial Utilities Utility Application and return it to utility offices at 200 Civic Heights Circle, Circle Pines, MN 55014. You can find the application form on the Centennial Utilities website at <https://www.centennialutilities.com/> by clicking the Applications & Forms link under the Billing Information tab.

MOVING OUT

Call us at 763-784-6751 or e-mail utilities@ci.circle-pines.mn.us with your name, address, phone number and your move out date.

Please let us know at least one week in advance.

BILLING DATES

Charges are billed to you monthly for the previous month's usage. Bills are sent out around the 10th of the month and are due on the 25th of each month.

METER NOT WORKING RIGHT?

If you feel your meter is not registering satisfactorily, the meter will be removed and tested, upon your written request. If the meter is found to be registering within 2% of the correct amount, you will be charged \$25 for the service. If the meter reads with a variance in excess of the normal 2% tolerance, Centennial Utilities will adjust the bill in proportion to the variance. No adjustment will be made for a longer period than the last six months. Reasonable care should be given to protect the meter from damage. Should damage occur by you, you will be assessed the actual cost of repair or replacement.

ELECTRIC

Electric services in Circle Pines are through Connexus Energy. Xcel Energy services residents in the Indian Hills area. If you have any questions about electricity, call Connexus Energy at 763-323-2600. Indian Hills residents, call Xcel Energy at 1-800-895-4999 for billing questions or 1-800-895-1999 for lights out.



PAYMENT OPTIONS

Centennial Utilities offers many options for paying your bill.

PAY YOUR BILL ONLINE

Centennial Utilities has partnered with Xpress Bill Pay (www.xpressbillpay.com) for online payment of utility bills. Our online bill payment option saves you time and gives you more flexibility in how you pay your bill. You can make one-time payments or sign up for auto pay. You can also save paper by signing up for paperless billing. Every month we'll send you an email to let you know when your bill is ready. Sign up for paperless billing at www.xpressbillpay.com.

Questions about paying your bill online? Call Xpress Bill Pay at 800-766-2350 or email support@xpressbillpay.com.

xpress BILL PAY

DIRECT PAYMENT

You can have your utility bill payment made automatically monthly from your checking or savings account or by authorizing payment from a major credit card. Payments will then be automatically credited on the 25th of each month. The authority you give to charge your account will remain in effect until you notify us in writing to terminate the authorization. Direct Pay Forms can be obtained on the Centennial Utilities website or by calling Centennial Utilities at 763-784-6751.

PAY BY MAIL

Payments can be mailed to Centennial Utilities at 200 Civic Heights Circle, Circle Pines, MN 55014.

DROP BOX

Save postage by utilizing the Centennial Utilities drop box located in front of City Hall.

PAY OVER PHONE

If you do not have an online account or access to a computer, this is the payment solution for you, available 24/7! Simply call toll-free 833-543-9098. Additionally, you may call the payment center at 800-720-6847 to make payments over the phone with a live operator, if you'd prefer.

PAY IN-PERSON

Payments can be made in person inside the Centennial Utilities office.



PAYMENT ASSISTANCE

EQUAL PAYMENT PLAN

Centennial Utilities would like to encourage residential customers to enroll in the equal payment plan. The equal payment plan helps manage payment peaks in the winter months by spreading natural gas costs evenly throughout the year. The equal payment amount will be based on past usage, and the expected prices for the various utilities provided to you by Centennial Utilities. The equal payment amount will be re-evaluated twice during the heating season and then approximately six months later to determine whether the energy price changes have warranted an adjustment in the monthly payment. Centennial Utilities customers on the equal payment plan build a credit during summer months to help offset the high-usage months of winter.

For more information, call Centennial Utilities at 763-784-6751.

utility billing

ENERGY ASSISTANCE

If you have trouble paying your utility bill, local agencies may be able to provide payment assistance. Call the following numbers to find out if you qualify for energy assistance:

The Salvation Army	651-746-3400
ACCAP Energy Assistance Application Line	763-783-4712
Anoka County Economic Assistance	763-422-7200
Blaine Human Services Center	763-783-4747

UNDERSTANDING YOUR BILL

BASIC SERVICE CHARGE

Covers costs for issuing bills, postage, maintaining facilities and gas meters, etc.

DELIVERY CHARGE

This is the cost of transporting natural gas through and maintaining Centennial Utilities Gas System not covered by the basic charge.

PURCHASE GAS COST

The amount reflects the actual amount paid to wholesalers to purchase and transport gas to our system during the billing period.

BTU ADJUSTED READING

Adjusts gas consumption to reflect heat content of gas. This varies monthly, the higher the heat content the less gas is needed. Rates are based on 1,000 BTU's per cubic foot of gas.

OTHER CHARGES

Other charges are for appliance service, reconnect charges and other non-gas items.

LATE CHARGE

5% of your current balance will be charged to your account for late payments.

FACTORS AFFECTING YOUR USAGE

Any one, or combination, of these factors can change the amount of natural gas you use:

- Differences in the number of days billed.
- Colder or warmer weather.
- Changes in living habits, number of people, appliances or weatherization.
- Vacations or number of weekends during the billing period.

DISCONNECTIONS/DELINQUENT BILLS

If utilities have been turned off due to a delinquent bill, there will be a \$25 reconnect charge during regular working hours and a \$50 reconnect charge after regular working hours. Arrangements must be made with Centennial Utilities to pay off at least half of the balance and an acceptable payment agreement must be agreed upon.

NATURAL GAS SAFETY

WHAT IS NATURAL GAS?

Natural gas is the cleanest burning fossil fuel. It moves silently, safely and efficiently through an extensive network of interstate pipelines in the United States, and our utility company is part of that network.

Below are some reassuring facts about natural gas:

- Natural gas is not a poison or toxic.
- Natural gas is colorless and odorless in its natural state.
- Natural gas will not ignite on its own. To burn, gas requires both a precise amount of oxygen and an ignition source.
- Natural gas is lighter than air and will rise and diffuse rapidly.

ARE PIPELINES SAFE?

Natural gas pipelines are the safest method of transporting energy. They lie underground, virtually unseen as they deliver large volumes of gas to their customers. Although our company follows pipeline safety procedures, it is still important for everyone living and working near gas pipelines to know basic safety information. Also, pipelines are part of the critical infrastructure of the United States energy grid. Please call local law enforcement if you see anything out of the ordinary in your area.

WHAT ARE PIPELINE RIGHT-OF-WAY?

A pipeline right-of-way is the strip of land over a pipeline. A right-of-way agreement between our company and a property owner is called an easement. Easements provide our pipeline company with permanent, limited access to the land to enable us to operate, test, inspect, maintain and protect our pipeline.

CAN I BUILD ON A RIGHT-OF-WAY?

Pipeline right-of-ways must be kept free from structures and other obstructions. If a pipeline crosses your property, please do not plant trees or high shrubs on or near the right-of-way without first having our personnel mark the pipeline, stake the easement and explain construction guidelines to you. It is a crime for any person to deliberately damage, destroy or remove any pipeline sign or right-of-way marker.

PREVENT PIPELINE DAMAGE

Because natural gas pipelines run underground, line markers are used to indicate their approximate location. However, these markers do not indicate how deep the pipeline is buried. Never assume Centennial Utilities' distribution pipelines lie in a straight line. The route can take twists and turns between markers. Excavation work, digging or grading are the most frequent causes of pipeline damage.

Whether you are planning a large project, erecting a fence or simply landscaping your property, **you should protect your safety and the safety of those around you by contacting Gopher State One Call at 811 before digging.** Gopher State One Call provides a free service that enables you to proceed safely with your digging, trenching, excavating, drilling or other projects. When Gopher State One Call is called, Centennial Utilities personnel will visit your worksite to mark pipeline locations. Failure to contact Gopher State One Call in advance could result in unsafe conditions during and after your work.

natural gas safety

If you accidentally hit or damage our pipeline, no matter how minor the contact, please call Centennial Utilities immediately. A gouge, scrape, dent or crease in the pipe or its coating may cause a safety problem. It is imperative that we inspect and repair any damage to the pipeline, no matter how minor it may seem.

PRIVATE GAS LINES

Customer-owned gas lines that are located after the gas meter and are underground running to an adjoining building or to a gas grill or other gas appliance may be a hazard. These lines have a potential to corrode and result in a gas leak. Individuals with these underground lines are responsible for maintaining them. Steel lines need to be cathodically protected to avoid corrosion. Copper and other lines may also be subject to decay. It is extremely important that, if you smell gas outdoors where these lines exist, you call Centennial Utilities to further investigate the gas smell.

RECOGNIZE SIGNS OF A NATURAL GAS LEAK

Leaks from a natural gas pipeline are extremely rare. Year after year the National Transportation Safety Board statistics support the industry's safety record. However, it is important to know how to recognize the signs of a leak if one were to occur in your area.

CALL RIGHT AWAY IF YOU NOTICE

Sight

- Vegetation over or near the pipeline which appears to be dead or dying for no apparent reason;
- Water bubbling at a creek, pond, river or any wet area;
- Dirt being blown or appearing thrown into the air fire or explosion near or involving the pipeline;
- Exposed pipeline, which may have been caused by a natural disaster such as flood or earthquake

Sound

- Hissing, whistling or roaring sound.

Smell

- The gas will have a slight "rotten egg" smell.

Natural gas is usually colorless and odorless, but our pipelines contain odorized gas.

IF YOU SUSPECT A GAS LEAK

- **Do not** go near the area and keep others away from the site.
- **Do not** start equipment or motor vehicles in the area. If the equipment or vehicle is running, do not attempt to turn it off.
- **Do not** operate anything that may ignite a gas leak, including cellular telephones, lighters, flashlights or two-way radios.
- **Do not** attempt to shut off any valves or extinguish any fires.
- **Do not** ring doorbells to alert others of the leak. Knock with your hand.

If you suspect a gas leak, leave your home immediately and call Centennial Utilities.

During the work week from 8 a.m. to 4:30 p.m. call 763-784-6751. After hours calls should be made to Anoka County Dispatch at 763-427-1212 or 911 and ask for Centennial Utilities.