

## **Electric Department FAQ**

### **Q. Why is my power bill so high?**

A. Bills change according to electric usage, which fluctuates from month to month. Many customers increase their electric consumption by running the heating/cooling system more frequently. Also, make sure that your hot water heater is working properly, as that could cause an increase in electric usage.

### **Q. How can I lower my bill and conserve electricity?**

A. Bills change according to electric usage, which can fluctuate based on personal habits. You can lower the electric usage at your property by following some simple conservation tips. Check our conservation page for more ideas.

### **Q. Why does my power go off and on?**

A. Check your breaker box to make sure that no fuses are tripping. Power outages can be caused by a multitude of factors, such as fallen tree limbs, car accidents, animals, etc. If there is a power outage in your area call 706-335-4200.

### **Q. How do I read my electric meter?**

A. Your electric meter is read from left to right, just like a car odometer.

### **Q. How can I obtain a bill history or a duplicate bill for my account?**

A. Contact Customer Service at 706-335-3164.

### **Q. How can I change my mailing address?**

A. If you are moving, it is necessary to update the mailing address on your account. You may contact Customer Service at 706-335-3164.

### **Q. Can I get power from another provider?**

A. Only if the power load is above a certain usage for commercial needs.

### **Q. Does the city offer any rebates for power usage?**

A. The City of Commerce does not currently offer any rebates on power usage.