



## Frequently Asked Questions

### SERVICE

**Question: What do I do if my power is out?**

**Answer:** Before calling the Electric Utility, check the following:

1. Check all of your circuit breakers at your main panel outside by your electric meter and also inside, if you have a sub panel, making sure the breakers are in the "On" position.
2. Check to see if the power is out in the entire house or only part of the house.
3. Check to see if your neighbors lights are on.

Call the Electric Utility emergency line at: (209) 368-5735

1. Report any loud noises, flashes or sparks you may have seen.
2. Report any wires down or damage to electrical equipment.
3. Remember to stay away from downed power lines and keep others away as well.

**Question: How can I get Lodi Electric Utility to trim the trees above my power lines?**

**Answer:** Lodi Electric Utility will trim trees when the contact between tree branches and power lines, between poles, is determined to be unsafe. Call the Electric Utility at 209-333-6766 to request an inspection. Never attempt to trim trees away from power lines yourself.

**Question: Will Lodi Electric Utility replace broken breaker switches, repair internal electric wiring, or service electric appliances?**

**Answer:** Lodi Electric Utility does not replace parts or make repairs on customer-owned equipment or wiring.

**Question: Does Lodi Electric Utility remove graffiti on transformers?**

**Answer:** Yes, call 209-333-6766 to report graffiti on Lodi Electric Utility equipment.

**Question: How can I report a streetlight out in my neighborhood?**

**Answer:** Use the form on our website or call us at 209 333-6766.

### BILLING

**Question: Where can I pay my bill?**

**Answer:** In person at the City of Lodi Finance Department located at 310 West Elm Street or mail to P.O. Box 3006 Lodi California 95241-1910.

The following locations are authorized to take City of Lodi payments:

Walmart – 2350 W Kettleman Ln  
Discoteca El Gallo – 8 N Cherokee Ln  
Check into Cash – 720 S Cherokee Ln

**Question: What should I do if I have received a late notice and cannot pay it by the due date?**

**Answer:** It may be possible to make arrangements for payments to bring your your account current. If you have a past due amount, it is necessary for you to call to avoid having your service being interrupted, call (209) 333-6717 or visit the Finance Department at 310 West Elm Street.

**Question: My bill is too high. Can Lodi Electric Utility help me find ways to lower my bill?**

**Answer:** Yes, Lodi Electric Utility representatives can suggest ways to save energy and help you identify which of our energy management services (On-line Energy Audits or Mail-In-Home Energy Audit) may benefit you. Call 209-333-6815 for assistance.

**Question: Can I get a discount on my bill for medical reasons?**

**Answer:** You may qualify for the medical discount, if a full-time resident of the household regularly requires use of life support equipment or has a medical condition requiring other space heating or cooling needs. To receive this discount, a doctor must certify the special energy needs of the patient. For more information contact the Lodi Electric Utility Department at 209-333-6762.

**Question: How do I read my meter?**

**Answer:** Most electric meters have four or five digits. Example: If your meter reads 16125 kilowatt-hours one month, and a month later your meter reads 16937, your electric consumption for the month would be the difference between 16125 and 16937, or 812 kilowatt-hours. (A kilowatt-hour is equal to using 1000 watts of power for one hour.)

**Question: What payment options are available to pay my utility bill?**

**Answer:** The City of Lodi Finance has four ways to make utility bill paying easier:

- Online electronic payment
- Direct Payment Plan (DPP)
- Budget Billing Plan (BBP)
- Credit Card Payment

Thousands of our customers have set up **online electronic payment** accounts. It's convenient, easy, and allows customers to view a history of their payments online. There's no charge for this service. Customers can link a bank account or a credit card to make the payment. Sign up through <https://www.onlinebiller.com/lodi/>

The **Direct Payment Plan** allows the City of Lodi to draft your bank account (savings or checking) electronically. To sign-up for the Direct Payment Plan, stop by the City of Lodi Finance Department at 310 W Elm Street, or give them a call at 333-6719. With "DPP" you will still receive a monthly statement at the normal billing time and your payments will be accessed electronically on the current due date (unless you specify otherwise).

The next payment option is the **Budget Billing Plan**. The "BBP" will allow you to pay the same monthly amount based on your previous twelve (12) months billing history. To qualify for this plan, you must have been at your current address for at least one year and in good financial standings with the City of Lodi. Just fill out one of the applications (also available at 333-6719, or at [www.lodi.gov/finance](http://www.lodi.gov/finance)) and you will be one step closer to easy budget planning.

Another new way to simplify your bill paying is by **credit card**. Fill out the back side of the payment coupon with your information, sign it and return it to the Finance Department in the envelope provided. The Finance Department will charge your credit card accordingly.