



CITY OF ALEXANDRIA, LOUISIANA
MAYOR JACQUES M. ROY

FOR IMMEDIATE RELEASE
April 6, 2023

Project RESTOR Grant Applications and Installment Payment Plan Update

Alexandria, La. (April 6, 2023) — The City of Alexandria (“**City**”) announced the concluding steps for Project RESTOR (“**RESTOR**”) January 24, 2023. Beginning the week of January 23, 2023, charges billed to customers returned to normal rules for payment and delinquency. RESTOR balances continued to carry forward; however, RESTOR balances did not accrue penalties or delinquencies, subject to the RESTOR assistance and payment plans for qualified customers. Charges billed on or after January 23, 2023, are subject to the normal rules for payment, penalties, delinquencies, and eventual disconnection for non-payment. **Customers are reminded of the importance of paying their post-RESTOR charges on time and in full to remain in good standing; disconnections for non-payment have resumed Monday through Thursday of each week.**

The City continues to notify applicants of their application’s status by US Mail with over 900 decision letters mailed out to date; the review and processing of the remaining applications is ongoing. In the coming weeks RESTOR grants awarded to qualified applicants will be credited to their RESTOR balances; any remaining RESTOR balance will be converted to an installment payment plan not to exceed 12 months. The RESTOR balances for customers who did not qualify or who did not apply for a RESTOR grant also will be converted to an installment payment plan not to exceed 12 months. Each customer’s detailed RESTOR installment payment plan information will appear at the end of the monthly utility bill under the heading PROJECT RESTOR. The attached example utility bill includes a RESTOR installment plan section as it will appear on future bills.

Applicants having questions still needing further information may email restor@cityofalex.com or call 318-449-5275.

Media Contact:

Michael P. Marcotte

Director of Utilities

michael.marcotte@cityofalex.com

Address Name
GREG A. TEST

Account ID
123456-098765

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Service Address
915 3RD ST

Billing Date
January 27, 2023

Bill Cycle
41073

Previous Balance	Payments	Adjustments	Balance Forward	New Charges	Total Amount Due
\$ 655.47	\$ 655.47	\$ 0.00	\$ 0.00	\$ 588.56	\$ 588.56

Utility Customer Service

P.O. Box 8618 • Alexandria, LA 71306
318-441-6310

Message Center

The City of Alexandria Utility Department is pleased to provide a portal for online utility account access! Customers choosing to enroll will receive bills electronically by email and will have options to view statements online, schedule one-time and auto-draft payments!

Credit and debit card payments can be made by using Visa, MasterCard and Discover card as well as Electronic Bank Draft (ACH).

Please visit schedulepayment.com/coa or call (888) 280-4770 to remit online and telephone payments.

Summary of Current Charges

Gas	\$ 48.69
Electric	364.95
Sanitation	32.00
Water	18.16
Sewer	22.46
Environmental Fee	2.30
RESTOR Installment	100.00
Total New Charges	\$ 588.56



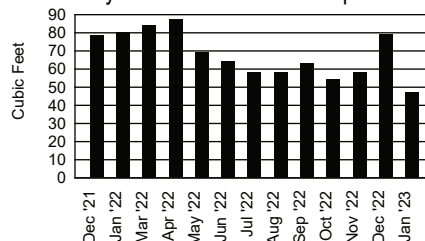
Gas Charge Detail

Gas	\$ 14.47
Gas - Fuel Cost	34.22
Total Gas Service	\$ 48.69

Meter #: 23636
Service Number: 4
Service Period: 12/23/2022 to 01/13/2023
Starting Read: 9842 **Ending Read:** 9889
Read Type: Actual
Usage (CCF): 47

Gas Usage History

Days of Service for current period: 21



Electric Charge Detail

Electric	\$ 96.74
Elect Fuel Cost	268.21
Total Electric Service	\$ 364.95

▲ **Detach and return with payment.** ▲



Remittance Address

P.O. Box 1925
Lake Charles, LA 70602-1925

Account Number
123456-098765

Service Address
915 3RD ST

ON or BEFORE
02/17/2023

AFTER
02/17/2023

Pay this Amount
\$ 588.56

Pay this Amount
\$ 637.42

\$

Make check payable to City of Alexandria

GREG A. TEST
915 3RD ST
ALEXANDRIA LA 71301

☐ Check this box and add \$1.00 to your payment for the Energy Fund



Address Name
GREG A. TEST



Account ID
123456-098765

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Service Address
915 3RD ST

Billing Date
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How to Reach us...

Office Hours...

Monday through Friday
8:00 a.m. – 4:15 p.m.
Drive Thru
8:00 a.m. – 4:00 p.m.

Customer Service...

For questions regarding your bill,
transfer of home ownership, change
of tenant or change of account
information call us at **318-441-6310**

Visit us on the web at

www.cityofalexandriaLA.com

Emergency Numbers

911

Light Department: **318-473-1301**

Water Department: **318-473-1264**

Gas Department: **318-441-6026**

Waste Water Department: **318-441-6240**

Sanitation Department: **318-441-6080**

First Call: **318-441-6231**

How to Check for Leaks

Read the inside meter at night, then
again in the morning before any water is
used. If the readings are different, you
are losing water. Most water loss is the
result of a leaking toilet.

Online Utility Bill

www.cityofalexandriaLA.com



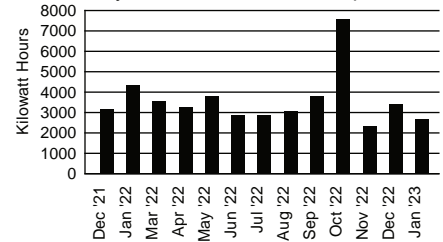
Electric Charge Detail

- Continued

Meter #: 141056460
Service Number: 1
Service Period: 12/21/2022 to 01/12/2023
Starting Read: 99301 **Ending Read:** 1945
Read Type: Actual
Usage (kWh): 2644

Electric Usage History

Days of Service for current period: 22



Sanitation Charge Detail

SANITATION \$ 21.00
Disposal Fee 11.00
Total Sanitation Service \$ 32.00



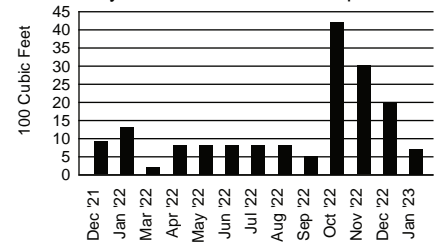
Water Charge Detail

Res water inside/swr \$ 16.69
Water 0.47
Safe Water Fee 1.00
Total Water Service \$ 18.16

Meter #: 4679049
Service Number: 2
Service Period: 12/23/2022 to 01/13/2023
Starting Read: 2300 **Ending Read:** 2307
Read Type: Actual
Usage (in 100 Cu. Ft.): 7

Water Usage History

Days of Service for current period: 21



▼ **Detach and return bottom portion with payment.** ▼

Address Information Changes

Effective Date: _____

New Address: _____

City: _____ State: _____ Zip: _____

Work Phone: (____) _____

Home Phone: (____) _____

Address Name
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Sewer Charge Detail

Res SWR inside 1" or smaller mtr	\$ 21.88
Sewer	0.58
Total Sewer Service	\$ 22.46



Environmental Fee

Environ. Comp. Fee	\$ 2.30
Total Environmental Fee	\$ 2.30


PROJECTRESTOR Payment Plan

RESTOR Payment Plan Credit	\$ -1200.00
RESTOR Monthly Installment	100.00
Total RESTOR Plan Balance	\$ 1200.00



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