

City of Alexandria
Electric Utility Rebates
Frequently Asked Questions (FAQs)

1. Which customers will receive a rebate?

Current and former City of Alexandria utility customers who received electric utility service from the City of Alexandria any time between January 1, 1995 and December 31, 2004 (“the Entitlement Period”) are eligible to receive rebate.

2. Will every current customer receive a rebate?

No. Only current customers who were also customers during the Entitlement Period are eligible to receive a rebate. According to state law, you cannot receive a rebate when you are not owed one.

3. Can my rebate amount be reduced in any way?

Yes. If a customer had an account balance that remained uncollected, was written off as bad debt, or was adjudicated through bankruptcy, that rebate would be applied to (and offset by) these unpaid amounts first. Any amount remaining after these adjustments would still be payable to you.

4. How will I receive my rebate?

Current City of Alexandria utility customers will receive their rebate in the form of a bill credit. The credit will appear on each customer’s bill during the December 2017 billing cycle. Former customers will be required to file a written claim during early 2018. That process and the required form(s) will be announced in early 2018.

5. What if I no longer live in Alexandria, will I still receive a rebate?

Yes. If you received electric utility service anytime during the Entitlement Period but no longer live in Alexandria you will need to file a written claim during early 2018. That process and the required form(s) will be announced in early 2018.

6. What if the eligible account holder is deceased, or, in the case of a commercial account, no longer exists, who is due a rebate?

The City cannot accept responsibility for payments to persons other than the account holder of record. If you are the rightful recipient as the result of a succession, probate, or commercial transaction, the rebate amount would only be paid to you after receipt and review of normally recognized and accepted legal documents such as a Judgment of Possession (probate documents), Act of Sale, etc.

7. How was my rebate amount calculated, and did I get interest and other value?

The Administrative Law Judge certified a rebate fund totaling \$10,264,000 (principal and interest). Each customer’s rebate was computed as the percentage of his or her utility consumption compared to the total consumption, billed by the City for the entire Entitlement Period times the rebate fund amount.

8. If I still have questions or need more information, whom do I contact?

Our staff is available from 8:30 a.m. to 2:30 p.m. Monday - Friday to answer your questions. Please call (318) 449-5275. You may also submit your questions via email to rebate@cityofalex.com.