

Dear DPU Abbey: What is up with these rates??

Dear DPU Abbey,
I am very frustrated. I don't get why we have to do rates this way. And what is the point of "demand"? Are you trying to charge me twice?? I already pay enough and this is going to drive my bill through the roof, which, by the way, my insurance company says I need a new one or they'll drop me.
-STOP TAKING MY MONEY

Dear Money,
I respect that you are frustrated and can also understand that the answers of "the cost of inflation is driving everything up" and "this is how we keep up with our aging infrastructure" won't sit with you right now. Instead, I'll respond with a few tips on how to ease into this transition:

- 1. Go to ladpu.com/Calc3 to get an estimate. You can personalize the calculator even more by accessing your AMI portal at ladpu.com/MyMeters. If you have found yourself locked out of your account, contact Customer Care for a reset.
- 2. If you are taken aback by your new bill (remember to look at individual utilities and not just the total at the top), get back in that AMI portal and see when you are using your electricity.
- 3. You can also go through day by day and see when your highest demand happened (for the demand charge).
- 4. Wait and see what your first bill will be, and then adjust from there.

Actually seeing your usage in your portal will put your habits into perspective. Your dinner routine might not be using as much as you're worried about. There are also a handful of practical behavioral shifts that can help:

- 1. Minimize running multiple appliances at once. This will reduce your demand charge.
- 2. If your appliance has a delay function or scheduling features, put them to use outside of on-peak hours (5 p.m. to 11 p.m.).
- 3. Are there any chores/activities you can shift to the morning instead of the evening?

Time of use rates and demand charges are not new. Utilities across the country implement them. Hopefully, you'll begin to see how the rates can work for you.

LOS ALAMOS

County of Los Alamos

Customer Care (505) 662-8333, customer care@lacnm.us

Pay your bill online at: ladpu.com/Paymentus

BALANCE DUE

Customer Name: [REDACTED]

Service Address: 123 TIME OF USE ST

Bill Number: [REDACTED]

Cycle OC

Account Summary

Bill Date

04/09/2026

Due Date

05/04/2026

Service Period

03/01/2026 to 04/01/2026

Account Number

[REDACTED]

Customer ID

[REDACTED]

Previous Balance

0.00

Adjustments

0.00

Payments

0.00

Current Billing Amount

409.62

TOTAL AMOUNT DUE

409.62

Description	Meter	Read Type	Previous Meter Reading	Current Meter Reading	Demand Usage	Demand Rate	Multi.	Usage	Commodity Rate	Charge
Electric										
RESIDENTIAL DEMAND								5.5	1.000000	5.50
OffPeak KWH								200	0.110000	22.00
OnPeak KWH								100	0.197000	19.70
Service Charge										22.00
Total										69.20

NEED TO STOP OR MOVE
UTILITY SERVICES?

[Ladpu.com/
ChangeService](https://ladpu.com/ChangeService)

FRAGILE

THIS SIDE UP

FRAGILE

FRAGILE

WIPE CLOG PIPES!

Put in Trash, NOT in Toilet:

Disinfecting Wipes

Paper Towels

Baby Wipes

Towelettes

Mop Refills

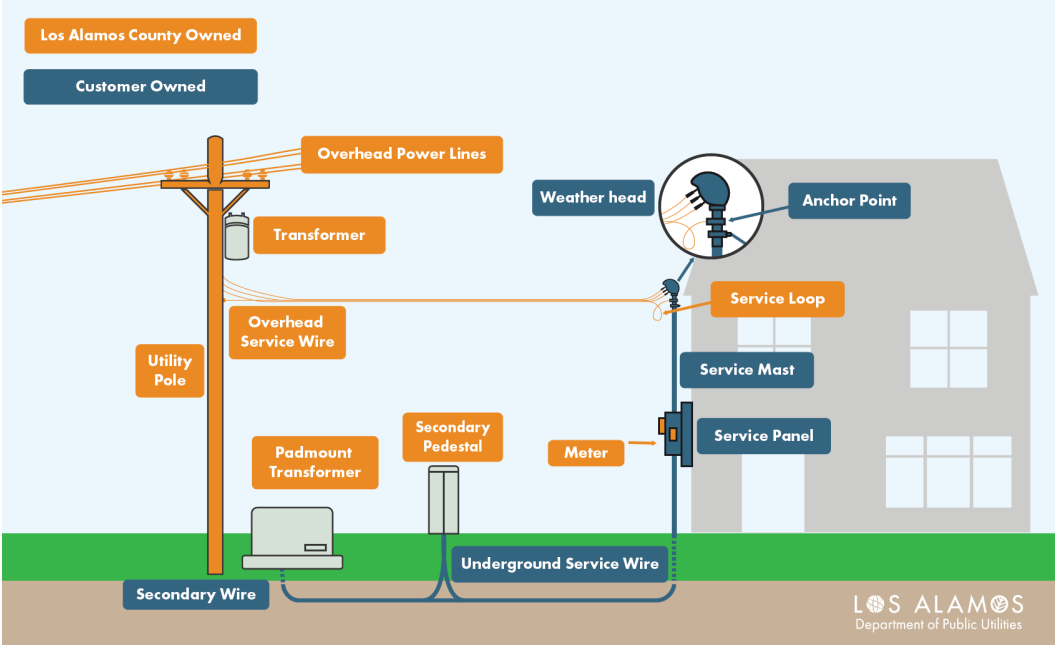
X

WHO OWNS WHAT: ELECTRIC

As a utility customer, you are responsible for some of the utility components around your home. When it comes to electricity, you are responsible for the service connections to your home as well as underground wires to transformers. The Department of Public Utilities is responsible for the rest, including the meter. If this diagram leaves you questioning anything, feel free to reach to us for more information.

505.662.8333

CustomerCare@losalamosnm.gov



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