

Dear SUV Community Resident,

We wanted to inform you of a change involving your Alliant Energy bill. To provide our residents with consistent service and a quality place to live, Iowa State University Department of Residence is going to be handling all Alliant Energy accounts starting August 1, 2022. You will still be responsible to pay for what your unit uses each month; however, you will see that monthly charge come through on your U-Bill instead of receiving a bill from Alliant Energy.

This change helps prevent start of service confusion, unit shut-offs, delays in service, transfer complications and more. You will see a benefit to this change during any moves you participate in while living in the SUV apartment community and during the winter, as this will prevent unit shut-offs and in-turn help lower the chances of a pipe freezing and bursting. Additionally, you and your roommates will still have the autonomy to conserve energy where you can and reap the benefits with a lower utility bill. Costs associated with your unit's use will be split among the students contracted to live in your unit.

To summarize, after your July bill, you will no longer be paying Alliant Energy each month, but rather you will pay Iowa State for your monthly energy services on your U-Bill.

In August you will receive your final bill for July's services from Alliant Energy—**you are responsible for paying this bill to Alliant.** It should state on the invoice that it is your "Final Bill." You do not need to do anything to cancel your service; it will be automatically cancelled when the Department of Residence takes over responsibility on August 1. This will not impact your overall cost of energy services but is simply taking the responsibility of paying Alliant Energy on your behalf, creating a consistent experience for all our apartment residents.

If you have questions, please reference our FAQ document at housing.iastate.edu/Alliant-FAQ. If your questions are still not answered, please contact our office at housing@iastate.edu or 515-294-2900.

Thank you,

Contracts & Assignments Office
Department of Residence
Iowa State University

P.S. After your July services are paid for, you should only contact Alliant Energy if you're experiencing an emergency. If you smell gas, please call 800-255-4268 immediately.