

AN ORDINANCE PROMULGATING RULES CONCERNING ELECTRIC BUDGET
BILLING PLANS AND DISCONNECTIONS DUE TO NONPAYMENT OF BILLS
AND DEPOSITS:

WHEREAS: On June 8, 1979 the Iowa State Commerce Commission repromulgated for the most part, a number of rules relating to payment and disconnection for nonpayment of electric utility bills and deposits which had been adopted on an emergency basis on December 22, 1979.

THEREFORE: The following rules and regulations for the operation of the Municipal Lighting and Distribution System for the City of Buffalo, Iowa are subject to certain additions, deletions and amendments:

Section 3.31 Page 4 - AMOUNT OF DEPOSIT The following addition shall be made: A new or additional deposit may be required in any case where a deposit has been refunded or is found to be inadequate or where a customer's credit standing is not satisfactory to the utility. However, utilities may not be disconnected in the period from November 1 to April 1 for failure to make a new or additional deposit.

Section 6.61 e. Page 15 The following addition shall be made to the section: In case of a residential customer, made a good faith attempt to contact the customer by telephone or in person to inform the customer of pending disconnection and his or her right and remedies, during the period of November 1 to April 1, if the attempt fails the premises will be posted with a notice informing the customer of the same information at least one day prior to disconnection. A residential customer will be allowed to designate another person to receive any disconnect service. The customer will be given reasonable opportunity to dispute the disconnection and, if financial difficulties are confirmed an opportunity to enter into a reasonable agreement to pay a delinquent bill.

Section 6.61 Item g. shall be added: No disconnection will be made that will endanger health. A customer with this situation will be required within the first thirty days to enter into an agreement to pay off the past due amounts and to pay current bills.

Section 6.62 Item h. shall be added: No disconnection of a residential customer may take place if the forecast for the next twenty-four hours indicates that the temperature will drop below 20 degrees F, or on a weekend or holiday or after 2:00 p.m. unless the utility is prepared to reconnect that same day.

Section 11.3 Page 21 Delinquent Date Discounts. Penalties. Final deadline for payment will be ~~10~~ days after delinquent date. 10 shall be deleted and shall read 12 days after delinquent date.

Section 11.5 Page 21 BUDGET PAYMENT PLAN The following addition shall be made: A customer unable to pay a delinquent bill will be given full opportunity to enter into a reasonable agreement to pay that bill. If a payment agreement offered by a customer is refused a written explanation will be given to the customer.

PASSED BY THE COUNCIL OF THE CITY OF BUFFALO, IOWA THIS 19th
DAY November 1979

SIGNED Larry B. Patrick Sr.
Mayor, City of Buffalo

ATTEST Michael J. Niles
City Administrator, Buffalo, Iowa