



CITY AND BOROUGH OF SITKA

APPROVED - ELECTRIC UTILITY CUSTOMER SERVICE PROCEDURES

Approved Version

Rev 1, Dated 12-25-2016

REQUIRED?	APPROVALS (in sequence below)	DATE RECEIVED	DATE APPROVED
<input type="checkbox"/>	ELECTRIC DEPARTMENT DIRECTOR		
<input type="checkbox"/>	PUBLIC WORKS DIRECTOR		
<input type="checkbox"/>	CHIEF FINANCE & ADMINISTRATIVE OFFICER	<i>[Signature]</i> 12/21/16	12/21/16
<input type="checkbox"/>	MUNICIPAL ADMINISTRATOR	<i>[Signature]</i> 12/21/16	12/21/16

ELECTRIC UTILITY FINANCE DEPARTMENT CUSTOMER SERVICE PROCEDURES

Sections:

[15.01.030](#)

Billing—Credit—Deposits—Fees.

15.01.030 Billing—Credit—Deposits—Fees.

- A. Account deposits commensurate with an anticipated six-week utility billing may be required. Deposits will be refunded after one year's satisfactory payment history or termination of service. Refund will be made by credit to customer's billing account. Interest shall accrue at an interest rate equivalent to the average rate of interest on one-year treasury bills for the last day of the fiscal year and previous fiscal year. Interest will be determined at the end of the fiscal year and will be credited to the customer's utility billing as soon as possible thereafter. Driver's license or Social Security number will be requested for notation and for identification purposes.

B. Meter Reading. Meters shall be read monthly as nearly as possible on the same cycle date. Because of holidays, Saturdays, Sundays and the difference in the length of months, a three-to-five-day variation may occur. If for any reason a reading cannot be obtained for any particular period, the billing may be based on an estimated energy use and demand.

C. Billing. Bills will be rendered monthly and are due and payable thirty days after date of billing. Failure to receive a bill will not release the customer from obligation of payment. The utility reserves the right to disconnect the meter for the final bill within a twenty-four-hour period from the time requested by the customer.

D. Credit Policy.

1. Any electrical charges become delinquent if not paid within thirty days of the billing date.

- A customer's account becomes delinquent if not paid within 30 days of the date the bill was sent
- 15 days (not less than 15 days) after it becomes delinquent the customer will be notified by mail of having a delinquent account (unless they call in a set up an approved payment plan)
- 5 days (not less than 5 days) after the delinquent notice (above) the Customer will be scheduled for disconnection with the Electrical department (unless the account has been paid or an approved payment plan is in place)
- Electrical power will be disconnected without further notice.

2. The city finance director has the authority to establish a payment plan for customers with delinquent accounts. If a payment plan is established for a customer with a delinquent account, the customer will be required at the time of agreement to the plan and thereafter, without exception, to pay all current charges due on the date the plan is entered into, pay the finance charge on the delinquent charges currently due, to make additional monthly payments toward the delinquent balance due, and to agree to pay all future charges by the scheduled date they are due, ~~as part of the plan~~ until the delinquent balance has been paid in full. All payment plans will require customers to make monthly payments in the same amount, and, the number of such payments will not exceed twelve. Additional agree-upon monthly payments toward the delinquent balance must be made by the monthly due date of all future charges; this will result in a period of less than thirty days before the first additional agreed-upon monthly payment is due. All delinquent balances will be subject to a yearly finance charge of twelve percent.

3. The Finance Director shall have the authority to use discretion in managing electricity disconnections if the amount necessary to avoid disconnection is \$50 or less, or, by granting no more than 4 extra working days for a customer to make the payment

required to avoid disconnection. If the Finance Director grants additional time for a payment to be made, the customer must both firmly commit to a specific amount to be paid and a non-extendable deadline for that committed payment to be made. If a customer is granted additional time and fails to honor his/her commitment, electrical service will be disconnected without further notice.

4. If a customer has applied for utility assistance through some external organization or entity, the following rules regarding disconnection shall apply: (a) the customer's application must be verified; (b) the amount of the utility assistance payment to be received must be sufficient to either pay the entire past due balance of the customer's account, or, provide for the required payment amount necessary in conjunction with the customer entering into a payment plan, and (c) the assisting entity must commit to a date certain within 60 days that payment will be made. If the three requirements can't be all met, the customer's account will be disconnected.

5. Disconnection Policy. If a customer is notified by mail or other method that the customer's account is scheduled for disconnection, it shall be the responsibility of the customer to promptly contact the credit manager within 5 working days of the postmark date of disconnection letters. Failure to contact the Credit Manager prior to the date of disconnection, which shall not be less than 5 days from the postmark date, will be grounds for disconnection. Contact of the credit manager on the day of disconnection will be processed, if practicable, but will not guarantee disconnection. If a customer makes a partial payment towards its account which is in an amount less than the required amount to avoid disconnection, the account will still be scheduled for disconnection unless either an additional payment is made or more time is requested (subject to the Finance Director's limits of discretion).

6. Reconnect Policy. If an account is disconnected for failure to make specified additional regularly scheduled payments, or for failure to make payments as required by a payment plan, the customer must either pay all delinquent charges plus accrued interest, or, enter into a payment plan and make the payment required at the time of the agreement to the plan before electrical service will be reconnected. Once applicable payments have been made, reconnection of electrical service shall be made as soon as practicable. Electrical service will not be reconnected after 4:30 pm on weekdays, or, on weekend days or holidays, other than in the case of an emergency. The Electric Department Director, the Police Chief, or the Fire Chief shall be the officials designated to determine if an emergency situation exists warranting an emergency reconnection. Emergency reconnections shall be subject to an emergency reconnection fee which must be paid in full by the close of business on the first working day following the emergency; otherwise, service will be disconnected again without notice.

7. Tampering with meters or diversion of electricity is not allowed. If a meter is tampered with or electricity has been diverted, the utility shall charge the account holder for the cost of repairs plus all known or estimated electricity consumed. Charges will be made retroactively without limitation for all known or estimated electricity

consumed back to the date of the tampering or diversion.

8. If a customer is found to have consumed electricity and the utility has not charged the customer for the electricity, and the reason for the supply of electricity without charge is found to be the fault of the utility and not the customer, the utility shall charge the customer for known or estimated electricity for a period not to exceed three years. Conversely, if a customer has been overcharged, the customer will be refunded the known or estimated overpayment for a period not to exceed three years.