

4 THINGS YOU NEED TO KNOW ABOUT THE CITY'S NEW UTILITY POLICY

1 BILLING SCHEDULE

What's different?

Currently the Notice of Disconnect is mailed on the 25th day after the bill date.

The new notices are orange and will be mailed on the 18th day after the bill date.

PLEASE NOTE THE LANGUAGE ON THE NOTICE OF TERMINATION IS INTENDED TO ALERT RESIDENTS; NOT INSULT.

Due Date:	17 th day after billing date
Penalty Posted:	18 th day after billing date
Notice of Disconnect Generated:	18 th day after billing date
Last Date of Payment Due:	28 th day after billing date
Termination Date:	31 st day after billing date

3 DELINQUENT ACCOUNT PAYMENT AGREEMENTS

What's different?

There is not a current ordinance regarding payment agreements.

A payment agreement may be entered into between the City of Peru and a customer for payment of a delinquent balance if the following conditions are met:

- The customer has not entered into more than two (2) Delinquent Account Payment Agreements within the previous twelve (12) month period;
- The customer has not defaulted on a Delinquent Account Payment Agreement within the previous twelve (12) month period; and
- The customer is able to pay a minimum of fifty percent (50%) of the delinquent balance, including late charges and/or penalties incurred.

The customer must have the delinquent balance paid in full by the due date of the next bill.

2 SECURITY DEPOSITS

What's different?

There is not a current ordinance requiring security deposits; only deposits for rental properties.

The City of Peru may require that any existing customer of the City make a security deposit if any of the following conditions exist:

- Service to the customer has been disconnected for nonpayment of charges;
- Late payment charges have been assessed to the customer four (4) or more times during the preceding twelve (12) month period; or
- The customer has been found to have tampered with any service meter of the City or has obtained utility services illegally.

Any customer required by the City of Peru to pay a security deposit shall pay such deposit on or before reconnection of service. Service shall be disconnected upon the failure to pay a security deposit after ten (10) days of notification.

Security Deposit Amount.

- Residential - Security deposits for residential customers shall be an amount equal to one-fourth (1/4) of the twelve (12) month average utility charge.
- Commercial - Security deposits for commercial customers shall be an amount equal to one-half (1/2) of the twelve (12) month average utility charge.

4 RECONNECTION CHARGES

What's different?

The fees have been increased from \$40 to \$50 and from \$100 to \$200

If electric service from the City is disconnected for nonpayment of any bill rendered for such electric service, a reconnection charge, in addition to any deposit required by this article must be paid before electrical service is restored. If reconnection is made during regular business hours of the electric department, 6:00 a.m. to 2:00 p.m., Monday through Friday, except holidays, from Memorial Day through Labor Day; and 7:00 a.m. to 3:00 p.m., Monday through Friday, except holidays, the rest of the year; the reconnection charge shall be \$50.00. If reconnection is made other than during normal business hours, the reconnection fee shall be \$200.00.