

A. Customer Bills

All regular bills for electric service shall contain the following:

1. The amount owed the District and the date by which payment is due.
2. A statement that reads substantially as follows:

Warning, failure to pay proper charges for electric service by the payment due date may result in a discontinuance of electric service.

3. A statement explaining the disputed bill procedure. A statement in substantially the following form shall be deemed to comply with this requirement:

If you believe this bill is incorrect, please contact our Customer Service Department, at 1231 Eleventh Street, during regularly posted office hours, either in person or by telephone (526-7337) for an explanation.

B. Non-Payment Disconnect Notice

The District shall issue a delinquent notice, final notice, or other written notification for accounts in arrears prior to the disconnection of services that allows a reasonable time for payment. Each notice of discontinuance of service for nonpayment of bills shall contain statements or schedules providing substantially the following information:

1. The District may discontinue service after giving notice if the customer has not paid bills for electric service, power theft/energy diversion bills, reconnection fees, dishonored item fees, or a deposit to establish or reestablish an account.
2. It is the customer's responsibility to notify the District in the event the customer cannot pay the bill. The District will consider financial arrangements as are appropriate for each individual circumstance. The District will, upon request, provide the names of possible sources of financial assistance for residential customers who are unable to pay their bill.
3. If service is discontinued for nonpayment, the customer must, prior to restoration of service, either pay in full or make payment arrangements acceptable to the District for the amount due, a deposit, and any additional assessed fees as set forth in Appendix A.
4. The Field Collections Fee described in Appendix A will be collected from each delinquent customer whose delinquency requires a District representative to be dispatched to the customer's service location for the purpose of disconnecting service. Such fee will be assessed even though the customer actually forestalls the disconnection by payment of the account at the location where the service is to be disconnected.