

Your Utility Bill

The RFU office will generate and mail bills to customers for utility services each month. Each bill prepared shall be mailed to the customer at the address provided by the customer.

Information on your Bill

1. The time period and number of days of utility services provided for each service;
2. The amount owed for each utility service supplied;
3. The date when complete payment is due;
4. Notice whether the bill for each service is based upon actual or estimated measurement of the amount of utility services supplied
5. Notice that customers may call the RFU office at the telephone listed on the bill in order to:
 - a. Dispute the amount of any utility charge;
 - b. Avoid termination of utility services for non-payment in accordance with the provisions of this chapter, or
 - c. Request the restoration of any utility service previously terminated.

Billing Schedule

Due Date:	24 th day after billing date
Penalty Posted:	25 th day after billing date
Disconnect Notice Mailed:	32 nd day after billing date
Disconnection:	41 st day after billing date

Late Payments

The RFU considers a payment to be late the first (1st) day after the due date a current month's bill. A late penalty of five percent (5%) of the total unpaid balance shall be accessed to the customer's account.

CUSTOMER RIGHTS & OBLIGATIONS

Any time before the date specified within any notice to a customer as the date of termination of utility services for non-payment of a bill, or for violation of any provision of the Municipal Code, or within ten (10) days following the giving of a notice of rejection for utility services, the customer may dispute the basis for the proposed termination of services or the basis for the rejection. Provided, however, that the customer shall not be entitled to dispute the basis of termination or rejection for services if the basis was the subject of a previous dispute which was either: (a) adjudicated pursuant to this policy; or, (b) not properly challenged by the customer's failure to follow the procedure set out in this policy.

Utilization of the dispute procedure shall not relieve a customer of the obligation to timely and completely pay all other undisputed utility charges for services supplied by the city or to timely and completely pay undisputed portions of amounts which are subject to the instant dispute, or to otherwise comply with the requirements of the Municipal Code of the City of Rock Falls. Failure by the customer to timely and completely pay all such undisputed amounts or to otherwise comply with requirements of this Code shall be cause for termination of the utility service in accordance with the provisions of this policy.

City of Rock Falls Utilities
603 West 10th Street, Rock Falls, IL 61071
ph 815-622-1115 fx 815-622-1118
After Hours Emergency
815-622-1140
www.rockfalls61071.net

CITY OF ROCK FALLS UTILITIES

ACCOUNT DISPUTE RESOLUTION



*Rock Falls
Utilities are
committed
to offering
the highest
quality of
service and
customer
care.*

For Your Convenience

**We offer FREE
online payment by
checking or
savings account.**

www.paymentservicenetwork.com

**Call 877-885-7968
to pay by credit or
debit card. (Have
your bill handy;
\$3.99 fee applies)**



Account Dispute Resolution

Procedure to Dispute Termination or Rejection of Services

1. Before the date specified in the notice for termination of services or within ten (10) days following receipt of notice of rejection for services, the customer shall notify the Rock Falls Utility (RFU) office, in writing, that the customer disputes all or part of the amounts shown on the bill, or disputes the basis for rejection of services, or that the customer claims other reasons for disputing the right of the city to terminate services or the right of the city to reject the customer for services. Such writing shall state as completely as possible the basis and nature of the dispute.
2. If the RFU office determines that the dispute is untimely, or that the customer previously disputed the termination or the rejection upon the same basis, the RFU shall mail to the customer a notice stating that the present dispute is untimely or invalid for prior adjudication. A dispute is untimely if filed after service has been terminated.
3. If the RFU office determines that the dispute is not untimely or invalid under this section, the RFU office shall, within three (3) days after receipt of the customer's notice, arrange an informal meeting between the customer and the superintendent of each affected utility department.
4. The superintendent of each affected utility department shall attempt to resolve the dispute in a manner satisfactory to the department and the customer, based upon the department's records, the customer's allegations and other relevant materials available to the superintendent, at such meeting. The superintendent of each affected utility department shall, within five (5) days after the meeting with the customer, mail to the customer a copy of the superintendent's decision resolving the dispute.
5. If the decision of the superintendent is unsatisfactory to the customer, the customer, within five (5) days of mailing of the decision by the superintendent of the affected department, may file in writing with the RFU office a request for a formal hearing before the utility committee of the city council. Upon filing of the request by the customer, a formal hearing shall be held by the utility committee within ten (10) days following receipt of the customer's request for such hearing.

6. At the hearing before the utility committee, the superintendent of the affected utility department and the customer shall be entitled to present all evidence that, in the view of the utility committee, is relevant and material to the dispute, and the committee shall be entitled to examine and cross examine witnesses. A record of the hearing shall be maintained.

7. At the conclusion of the hearing, the utility committee shall render a decision on the dispute. Such decision shall be reduced to writing and a copy thereof shall be mailed to the customer within five (5) days of the hearing. The decision shall be final and binding on the affected utility department, and on the customer.

8. Until the date that the decision of the affected utility department superintendent becomes final, or until the date of the decision of the utility committee (if the customer shall have appealed the superintendent's decision) the utility service which has been the subject of the dispute shall not be terminated based solely upon the matters in dispute. Provided, however, that nothing shall prohibit termination of the utility service for other cause which is undisputed by the customer. If the decision of the superintendent or the utility committee, as applicable, is unfavorable to the customer disputing the charge, the notice to the customer of such unfavorable decision shall specify a date not less than five (5) days after such notice within which all disputed amounts must be paid or within which other such corrective action must be taken by the customer in order to avoid termination of the utility services. Failure by the customer to pay or take such other action within the time specified in such notice shall then be cause for termination of the utility services at the expiration of the time period.