

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 the City ordinance, or
 - c. Request the restoration of any utility service previously terminated.

Billing Schedule

Due Date:	22 nd day after billing date
Penalty Posted:	23 rd day after billing date
Disconnect Notice Mailed:	24 th day after billing date
Disconnection:	32 nd day after billing date

Late Payments

The RFU considers a payment to be late the first (1st) day after the due date of 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.

Energy Efficiency Tips

Energy efficiency and conservation go a long way toward preserving our planet's rich natural resources and promoting a healthy environment. It can also save you a significant amount of money.

Here you'll find some simple things that consumers, businesses, children and teachers can do to help reduce energy consumption. We at RFU encourage you all to do these things right now to reduce energy demand, cut energy costs, and protect our precious natural resources.

- In the winter, turn your thermostats down to 68 degrees or below. Reduce the setting to 55 degrees before going to sleep or leaving for the day. (For each degree you turn down the thermostat in the winter, you'll save up to 5% on your heating costs.)
- Turn off non-essential lights and appliances. The electricity generated by fossil fuels for a single home puts more carbon dioxide into the air than two average cars!
- Avoid running large appliances such as washers, dryers, and electric ovens during peak energy demand hours from 5:00 a.m. to 9:00 a.m. and 4:00 p.m. to 7:00 p.m.
- Close shades and blinds at night to reduce the amount of heat lost through windows. This also applies during the day for warm climates.
- Buy Energy Star appliances, products and lights.

City of Rock Falls Utilities

603 West 10th Street, Rock Falls, IL 61071
ph 815-622-1115 & 815-622-1116 fx 815-622-1118

After Hours Emergency

815-622-1140

www.rockfalls61071.com

CITY OF ROCK FALLS UTILITIES

Customer Privacy Policy



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

For Your Convenience

**We offer FREE
online payment
from your
checking or
savings account.**

www.paymentservicenetwork.com



**We accept credit
and debit cards.
A \$2.00
convenience fee
is applied at the
time of use.**

Customer Privacy Policy

Information Available to Customers

This Privacy Policy identifies and describes the way the City of Rock Falls uses and protects the information we collect about Customer and Users. All use of the City of Rock Falls Utility Services, as well as visits to our websites, are subject to this Privacy Policy.

The Information We Collect

We may collect different types of personal and other information based on your use of our services and our business relationship with you. Some examples include:

- Contact Information that allows us to communicate with you, including your name, address, telephone number and email address.
- Billing Information related to your financial relationship with us, including your payment data, credit history, credit card number, Social Security number, Driver's License or other identification, and service history.

How We Collect It

We collect information in three (3) primary ways:

- You give it to us when you sign up for utility service or interact with us about your service;
- We collect it automatically when you visit our website or use our services;
- We obtain it from other sources, such as a credit agency or third party collection agency.

How We Use It

We may use the information we collect in a variety of ways, including to:

- Provide you with the best customer experience possible;
- Provide the services you require, and to respond to your questions;
- Communicate with you regarding your services;
- Deliver customized content regarding services we offer that may be of interest to you;
- Address network integrity and security issues;
- Investigate, prevent or take action regarding illegal activities, violations of ordinances and municipal codes

Information Sharing

The City of Rock Falls does not provide or sell Personal Information to companies for the marketing of their own products and services. We may provide Personal Information to:

- Comply with court orders and other legal process;
- Assist with identity verification, and to prevent fraud and identity theft;
- Enforce our agreements and property rights;
- Obtain payment for services that appear on your City of Rock Falls utility billing statements; including the transfer of delinquent accounts to third parties for collection.

The City of Rock Falls has no "affiliates."

