

CITY OF ROCK FALLS UTILITIES

www.rockfalls61071.net



PRIVACY POLICY AND CUSTOMER INFORMATION



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

Understanding 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

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

Billing Schedule

- Billing Date: 15th and last day of each month
- Due Date: 10th and 25th each month
- Penalty Posted: 11th and 26th each month
- Disconnection Notice Mailed: 32nd day after billing date
- Disconnection: 46th day after the 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 assessed 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 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!
- ✓ Close shades and blinds at night to reduce the amount of heat lost through windows. This also applies during the day for warm climates.
- ✓ 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.
- ✓ Buy ENERGY STAR® appliances, products, and lights

Customer Privacy Policy

This Privacy Policy identifies and describes the way the City of Rock Falls uses and protects the information we collect about customers 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, but not limited to:

- Provide you with the best customer experience possible
- Provide the services you require, and 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



City of Rock Falls Utilities
603 West 10th Street
Rock Falls, IL 61071

Phone: 815-622-1115

Fax: 815-622-1118

After Hours Emergency
815-622-1140

www.rockfalls61071.net

We offer FREE online payment from your checking
or savings account at:

<https://rockfalls.ourcommunityconnect.com>

All new users will need to make an account. All major credit cards are also
accepted.