

City Rights and Responsibilities

CITY'S RIGHTS

- To access the City's utility facilities.
- To receive notice of change in address, status of utility service, or problems with utility service.
- To receive timely payment for services delivered to a home/business.
- The appropriate department of the City is allowed to take action in court regarding equipment tampering or financial delinquencies.

CITY'S RESPONSIBILITIES

- Refund the customer's deposit if conditions are met.
- Give written notice at least 10 calendar days before service is interrupted for failure to pay. The notice will explain the reason for disconnection and the date when service will be disconnected. The notice will respect a customer's right to privacy regarding publication of debt.
- Avoid disconnection for non-payment during extreme weather conditions.
- Avoid disconnection for non-payment after 4 p.m. on a Friday, or a weekend, or on a holiday, except when conditions in Extension Agreement are not met or when a returned check is not picked up within the required time period.
- Provide and explain rate schedules, how meters are read, and other additional, reasonable information.
- Respond to questions or concerns from customers. The City may not agree with the concern but pledges prompt, courteous and honest answers.
- Provide historic billing and usage information when requested by customer.