

Disputed Bill Procedures:

For billing disputes, the customer must contact the Customer and Field Services Division within twenty (20) days of the issuance of the disputed bill. Within ten (10) days, a representative will respond with an explanation of the disputed charges.

If the customer still believes the bill to be incorrect, the customer may request a hearing with the Customer and Field Services Manager, or designee, who will make a determination on the customer's complaint or request for investigation. The customer may appeal by letter to the Redding City Council within thirty (30) days of that hearing to review the Manager's decision.

Customer Assistance Programs:

Call Customer Service for information about residential customer assistance programs such as CARES (Community Assistance for Redding Electric Service) and the Lifeline Program. There are also local, state, and federal energy programs that may provide assistance with paying utility bills.

CARES:

- ❖ Provides emergency assistance up to \$250 on the electric portion of your bill. Assistance provided to income qualified customers who have suffered a temporary, financial, physical or other hardship.
- ❖ Customers must pay for all the non-electric utility services on their bill and bring their account to current status. Assistance may be provided once every twelve (12) months.

Lifeline:

- ❖ 25% discount on the first 800 kilowatt-hours and your monthly Network Access Charge.
- ❖ This program is for income eligible senior citizens (62 or older) or persons who are permanently disabled.

Lifeline Plus:

- ❖ 25% discount on the first 300 kilowatt-hours and your monthly Network Access Charge.
- ❖ This discount is available to all income-qualified customers regardless of age or disability.

Other Financial Assistance:

Power to Seniors Program (SHARE Program): (223-6034) This program is administered by the Golden Umbrella and is designed to help Redding seniors pay their energy bills. Contributions to the program are voluntary. You may submit your tax deductible contribution with your utility payment. www.goldenumbrella.org

HEAP - Home Energy Assistance Program: (378-6900) This program provides assistance for income-qualified households, including shut-off prevention and service reconnection. Contact the Self Help Home Improvement Project for qualifications and availability of funds. <http://shhip.org>

Home Repair/Rehabilitation Programs: (225-4048) The City of Redding Housing Division administers the Minor Home Repair Program for Seniors, offering grants up to \$500 for eligible seniors. The Homeowner Rehabilitation Program provides low-interest loans for energy conservation work.

People of Progress: (243-3811) This program may be able to assist in preventing utility disconnection if it is medically necessary for the customer to have the utilities on. (Limited funding avail.) www.peopleofprogress.org

Redding Rancheria: (225-8979) For information on assistance available for income-qualified customers with Native American ancestry.

California Indian Manpower Consortium, Inc.: (222-1004) Assistance may be available for customers with Native American ancestry.

Utility Fees and Charges:

Utility fees and service charges are set by authority of the City Council. The following utility fees and service charges are effective as of July 1, 2014.

Service Connection

Next Business Day or Later	No fee
Priority Service	
Same Day before 4 p.m.	\$50
Same Day after 4 p.m.	\$89
Service Transfer	\$25

Charges for Non-Payment of Utilities

Residential Late Notice (15-day)	\$16
Commercial Late Notice (15-day)	3%
(of unpaid past due balance or \$16 minimum)	
Final Disconnection Notice (7-day)	\$20
Reconnect requested before 4 p.m.	\$50
Reconnect after hours (after 4 p.m.)	\$89
Disconnect at Transformer	\$99
Reconnect at Transformer	\$99
On-Site Delivery of Notice	\$50
Field Collection	\$50

Other

Credit Report	\$5
Returned Payment Charge	\$35
Volt Meter Reading	\$75
Watt-hour Meter Test	\$75
Meter Tamper Penalty	\$500
Load Profiling Program – Landline	\$50/mo.
Load Profiling Program – Wireless	\$65/mo.
Level II REU Energy Audit	\$125

Other Information

Meter Tampering:

Tampering with meters or the unauthorized obtaining of electricity or water will result in serious consequences, which could include the filing of criminal charges. The City of Redding maintains an aggressive meter tampering and prosecution program. Meter tampering is very hazardous and can result in serious injuries and even death. Prior to restoring services all charges for meter replacement, meter repair, and any related expenses must be paid in full.

Utility Reconnection After Business Hours:

Each customer is allowed only one after-business-hours (5:00 p.m.) reconnection in a twelve (12) month period. For further information about the Non-Payment Reconnection process, please contact a Customer Service Representative.

Privacy and Third Party Notification:

Your account information is kept confidential. Only authorized persons listed on your account can be given information. Your authorization is required to allow anyone else to access any of your account information. You can do this in writing or by telephone. Third Party Notification is an optional service, and you can authorize the Customer Service Division to share information about your account with a specified third party if you are not available or if you need help managing your account.

Employee Identification:

Utility employees carry identification cards with a photograph. If you are questioning activities performed by individuals representing a City Utility, please ask to see their employee identification card.

If you have further questions, please call Customer Service at (530) 339-7200.