



CITY OF REDDING

Utilities Customer Service Disclosure Notice

Customer Service:

777 Cypress Avenue, P.O. Box 496081, Redding, CA 96049-6081
Office Hours: Monday - Friday, 8 a.m. to 5 p.m.
(Except Holidays/Furlough Days)

Information and Assistance:

Customer Service	(530) 339-7200
Toll Free	(866) 267-8845
Fax	(530) 339-7299
Power Outage	(530) 245-7000
Solid Waste	(530) 224-6201
Water/Wastewater/Storm Drain	(530) 224-6068
Rebate Information	(530) 339-7215
Email:	customerservice@reupower.com
Visit our website at:	www.ci.redding.ca.us

Payment Methods:

1. MAIL: P.O. Box 496081, Redding, CA 96049-6081
2. TELEPHONE: (530) 339-7200 using a credit or debit card
3. DROP BOX LOCATIONS: City of Redding • 777 Cypress Ave.
 - ❖ Circular Driveway (24 hour)
 - ❖ West Entrance (24 hour)
 - ❖ Inside Customer Service Lobby (Business Hours)
4. IN-PERSON: 777 Cypress Avenue (City Hall West Entrance)
5. ON-LINE: www.ci.redding.ca.us. • We accept all major credit cards or debit cards with a Visa or MasterCard logo.
6. AUTO PAY PLAN: Monthly payments electronically deducted from your bank account. Please call (530) 339-7200 for more information or follow the link under Payment Options on our website.

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Deposits:

New accounts may be required to pay a deposit of twice the estimated average aggregate utility bill, but not less than the current minimum deposit requirement. Residential and Commercial customers may typically divide their deposit into four installments on the first four utility bills.

A deposit may be applied to accounts that receive a combination of three (3) or more Final Disconnection Notices or returned payments within the previous twelve (12) months. Customers who pay after 11:59 p.m. on the business day following the due date of the Final Disconnection Notice will be required to pay a utility deposit if no deposit is currently held by the City. Deposits are returned to your account after 12 months of good payment history. A deposit may also apply to a customer filing bankruptcy. Minimum deposit requirements are \$100 for Residential accounts, \$200 for Commercial accounts, and \$50 for water only accounts.

Payments:

Payment of current charges is due within twenty (20) days of the bill date. If payment of the current charges is not received by 11:59 p.m. on the business day following the due date of the bill, a Late Notice will be issued and applicable charges will be applied to the account.

If payment is not received by 11:59 p.m. on the business day following the due date of the Late Notice, a Final Disconnection Notice will be issued and applicable charges will be applied to the account. If full payment of the past due balance is not received by 11:59 p.m. on the business day following the due date of the Final Disconnection Notice, services will be subject to disconnection without further notification.

Customers may be eligible to have a late charge removed once within a 12-month period regardless of payment history. Please contact Customer Service at (530) 339-7200 for more information.

Payment Options:

Customers may be eligible for payment programs and may contact Customer Service at (530) 339-7200 to inquire.

Budget Bill Program:

- ❖ Calculates average monthly amount from previous year to encourage budgeting for a leveled monthly utility payment
- ❖ Residential accounts only with service at the same address for previous 12 consecutive months
- ❖ Payment will be evaluated annually at a minimum; customer must maintain eligibility

Preferred Due Date:

- ❖ Set monthly utility bill due date to better accommodate customer's ability to pay on time and in full
- ❖ Residential accounts only; customer must maintain eligibility

Payment Arrangements:

Please contact a Customer Service Representative for assistance during office hours on or before the due date of your bill or notice. You may be eligible for a payment arrangement if your account received less than three (3) Final Disconnection Notices or returned payments within the previous twelve (12) months. Extensions or amortization will be granted to eligible customers once within a twelve (12) month period.

Extensions: An extension request must be made prior to 5:00 p.m. on the next business day following the due date of a utility bill or notice. An extension is available for up to three (3) days beyond the original due date of the bill or notice.

Amortization: A request for a twelve (12) month amortization of an outstanding balance must be made prior to 5:00 p.m. on the next business day following the due date of a utility bill or notice. Failure to meet the terms of the amortization will result in termination of the arrangement. The full unpaid balance, including current and past due amounts, fees, and any deposit will be due and payable, and utility services may be subject to disconnection without further notice.

Final Disconnection Notice Process:

Payment of the Final Disconnection Notice must be received by 11:59 p.m. on the next business day following the due date of the notice. If payment is not received, utility services may be subject to disconnection without further notification. Payments made after 11:59 p.m. on the next business day following the due date of the notice may not be sufficient to prevent utility services from being disconnected. This includes payments made using our automated telephone system or payments made on our website.

To avoid service disconnection or to reconnect utility services, utility customers will be required to submit, in person, full payment of their utility account balance, an additional or outstanding deposit, any previous bad debt, and a reconnection fee (if applicable).

Payments submitted after the expiration of the Final Disconnection Notice must be made with guaranteed funds, which include cash, traveler's check, money order, or cashiers' check. No personal or business checks will be accepted.

On the reverse:

*Disputed Bill Procedures
Customer Assistance Programs
Utility Fees and Charges
Other Information*