

IOWA UTILITIES BOARD DOCKET NOI-2014-0003

Background: On March 20, 2014, the Iowa Utilities Board issued an order (NOI-2014-0003) initiating an inquiry for the purpose of collecting information from utilities regarding bill payment agreements entered into with residential customers during and after the Winter Moratorium period, specifically the time period between November 1, 2013 and May 1, 2014. The IUB, OCA, LIHEAP, Community Action Agencies and some state legislators have expressed mounting concerns about the problem of high winter heating bills and the record number of customers who will be disconnected on April 1 and who will owe exorbitant amounts of money.

The purpose of the NOI is to 1) serve as a reminder of the IUB rules regarding payment agreements for residential customers and 2) to collect data to provide a better understanding of the ability of the IUB rules to address the issues raised by the extreme winter weather.

Please complete:

- 1) This Cover Page
- 2) Page 1: Customer agreement details
- 3) Page 2: Refused payment agreement details
- 4) Page 3: Agreements not in compliance with the Board's rules details
- 5) Provide a sample copy of the payment agreement provided by the utility to residential customers.
- 6) Provide a sample copy of a bill that shows how the amount owed by the customer pursuant to the payment agreement is displayed on the bill.

**FILED WITH
Executive Secretary**

June 10, 2014

IOWA UTILITIES BOARD

Name of Utility: EARLVILLE MUNICIPAL UTILITIES

Contact Person: LINDA GAUL

Mailing Address: 19 NORTHERN AVE

City, State, ZIP: EARLVILLE, IA 52041

Telephone: 563-923-3365

Email: cityearl@iowatels.com.net

The inquiry manager for the docket is Jane Whetstone.

If you have questions about the information requested by the Board, you may contact Ms. Whetstone by telephone at 515-725-7358, or by email at Jane.Whetstone@iub.iowa.gov.

Utilities shall file the requested information after May 1, 2014 but on or before June 1, 2014.

Customer Agreement Details

Provide the number of payment agreements entered into with residential customers during the period from November 1, 2013, through May 1, 2014:

For each payment agreement entered into with residential customers during the period from November 1, 2013 through May 1, 2014, provide the

- a) The amount of the debt owed at the time the customer enters into the payment agreement;
- b) The length of the agreement;
- c) The number of payments made by the customer;
- d) The amount of debt still owing as of May 1, 2014; and
- e) Whether the customer was eligible for LIHEAP assistance and whether the customer actually received that assistance.

Also provide copies of the following:

A sample copy of the payment agreement provided by the utility to residential customers.

A sample copy of a bill that shows how the amount owed by the customer pursuant to the payment agreement is displayed on the bill.

Entry Number	a) Debt owed when agreement entered	b) Length of agreement	c) Number of payments made to date	d) Amount of debt still owed	e1) Is customer eligible for LIHEAP assistance?	e2) Did customer receive LIHEAP assistance?
1	1075.90	4 mos.	0	1075.90+	yes	yes
2	181.25	2 mos	all	0	no	no
3	578.46	2 mos	1	528.46	no	no
4						
5	- several verbal agreements - (phone) most paid					
6	due to threat of water disconnect.					
7						
8	Did not actually do many written agreements					
9	(not really I wrote paper written as					
10	customers I were willing to sign just					
11	to get by till next disconnect notice.)					
12						
13						
14	* entry #1 - difficult customer - history of non payment					
15	Disputed on plan in Spfld and moved					
16	on to a neighboring utility as soon as					
17	was posted for default non payment					
18						
19						
20						
21						
22						

Refused Payment Agreement Details

For each customer who was refused a payment agreement, provide the reason(s) for the utility refusing to enter into a payment agreement with the customer.

Entry Number	Reason(s) why payment agreement was refused
1	<i>none were refused- most were verbal, just to get</i>
2	<i>by until next disconnect notice</i>
3	
4	
5	
6	
7	
8	
9	

Payment Agreements not Incompliance with Board's Rules

For those payment agreements entered into between the utility and a customer between November 1, 2013, and May 1, 2014, that were not in compliance with the Board's rules, provide the reason for the utility entering into a payment agreement that was not consistent with Board rules.

Entry Number	Reason(s) why agreement differed from Board's rules for agreements.
1	→ none that I am aware of
2	
3	Most plans were verbal (several were made
4	monthly - approximately 10-15) Customers
5	called the day of disconnect to "buy them
6	time" until the next disconnect.
7	
8	
9	

CITY OF EARLVILLE IOWA
MUNICIPAL UTILITIES
PAYMENT AGREEMENT

SAMPLE

Customer Name [REDACTED] Agreement Date 4-1-14
Address 24 Southside Account Number [REDACTED]
City/State Earlville Premise Number _____
Phone Number [REDACTED]

WHEREAS, the Customer named above is in default on bills for electric service and the delinquent amount, as of the date of this agreement is \$ 605.65.

WHEREAS, the Customer's account shows the current amount owed the utility for service rendered since due 4/10 is \$ 470.25.

WHEREAS, the Customer is unable to pay all charges owed the City of Earlville Municipal Utilities but has agreed to pay the amount owed in regular installments over a period of time.

WHEREAS, the City of Earlville Municipal Utilities has agreed to continue service so long as the Customer makes payments as provided for by this agreement.

THEREFORE, the City of Earlville Municipal Utilities and [REDACTED] hereby agrees that the delinquent amounts shown above will be paid on the dates and in the installment amount shown below.

✓ 4/1/14 → 1. 4-1-14 \$ 40.00 to current 4-10-14 \$ Current balance
2. 4-8- \$ 50.00 8. _____ \$ _____
3. 4-15 \$ 50.00 9. _____ \$ _____
4. 4-22 \$ 50.00 10. _____ \$ _____
5. 4-29 \$ 50.00 11. _____ \$ _____
6. Tuesdays \$ 50.00 12. _____ \$ _____
all delinq. pd off

Comments per Amy 4-1-14 - will have pd on
(CURRENT)
Full by May 1st.

→ 4/7/14 - Amy called - will pd pay this on 4/8 - will pay \$100.00 next week (plan defuncted)
4/7/14 - Del. Co - 927-5116 (\$300.00 m/s + 200.00 VA)

IMPORTANT NOTE:


The Customer understands and agrees that if the current bill or any future bill is not paid before the date of delinquency or if payments are not made on the dates and in the amounts shown in this agreement, service may be disconnected as early as two days after a default and, to obtain service again, the Customer must pay all amounts due and owed to the City of Earlville Municipal Utilities as well as a reconnection charge.


NOTICE

If you are not satisfied with this agreement, do not sign.

If you are not satisfied with the terms of this agreement, you may call the Utilities Board and obtain assistance in working out reasonable terms. Utilities Board phone number: (515) 281-4606. If you sign this agreement, you agree that you owe the amounts shown herein and you agree to make payments on the specified dates.

IN WITNESS WHEREOF, the parties to this agreement have affixed their signatures on the dates shown below.

By  UTILITY NAME
Date 4-1-14

By  CUSTOMER NAME
Date 4-1-14

*Sample Bill -
The delinquent amount shown
is "PREV. BAL."*

CITY OF EARLVILLE 19 NORTHERN AVE. EARLVILLE, IA 52041				
SERV AT	NORTHERN AVE		DATE 5/21/2014	
23				
For Service From 4/10/2014 to 5/10/2014				
CHARGES/CREDITS	PREVIOUS	METER READING PRESENT	USAGE	AMOUNT
PREV BAL				\$124.36
RECEIPT				\$124.36
Electric-Com	26308	27391	1083	\$85.52
Energy Adj-C			1083	\$26.26
CUR CHRG				\$111.78
TOTAL DUE				\$111.78

Due By 6/10/2014

ACCT. NO. **REDACTED**

AMOUNT DUE NOW **\$111.78**

After 6/10/2014 Pay \$111.78

EARLVILLE FIRESTATION
ATTN: DIRECT PAY CUSTOMER
12 SOUTHSIDE RD
EARLVILLE IA 52041

AFTER	PAY	AMOUNT DUE NOW
6/10/2014	\$111.78	\$111.78
REDACTED	ACCT NO.	



FIRST CLASS MAIL
U.S. POSTAGE PAID
DYERSVILLE, IA 52040
PERMIT NO. 14

RETURN SERVICE REQUESTED
RETURN THIS PORTION WITH YOUR PAYMENT

DO NOT PAY BY BANK