



CUSTOMER SERVICE POLICIES HANDBOOK



REVISED 2016



Welcome

We're happy to welcome you as a customer of City Water, Light and Power. It is our goal to ensure your association with us will be a pleasant one. With that goal in mind, we have prepared this booklet, which outlines your rights and obligations as the recipient of electric and water service from City Water, Light and Power, and our rights and obligations as the provider of that service.

The City Water, Light and Power **Customer Service Office** is responsible for all customer account activities, including new service sign-ups, changes of address, meter reading, billing, bill payments, and service terminations. This office also administers such special bill-related customer service programs as the **Senior Citizen Discount** and the **Level Payment Plan**, which are discussed in this booklet and on our website (www.cwlp.com).

The Customer Service Office is located in Room 101 of Municipal Center West. Wheelchair access is available at the east end of the building.

HOURS OF OPERATION	
Customer Service Office	8:00 a.m.-4:30 p.m., Monday-Friday
Lobby Cashier Window	8:00 a.m.-5:00 p.m., Monday-Friday
Drive-up Cashier Window	7:30 a.m.-5:00 p.m., Monday-Friday
Call-in Hours	7:30 a.m.-5:00 p.m., Monday-Friday

New customers wishing to obtain service: Apply in person to the Customer Service Office during the hours noted above.

Current customers moving to another location in CWLP's service territory: Change your service address in person, by phone, by fax, **online** (www.cwlp.com) or by e-mail cwlp.customer@cwlp.com.

Current customers seeking to terminate service: Make your request in person, by phone, by fax, **online** (www.cwlp.com) or by e-mail cwlp.customer@cwlp.com.

CUSTOMER SERVICE OFFICE CONTACT INFORMATION	
Phone	(217) 789-2030
Fax	(217) 789-2026
Mail or In-person	Room 101 Municipal Center West 300 S. 7th Street (corner of 7th and Monroe Streets) Springfield, IL 62757
Email	cwlp.customer@cwlp.com



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I. Residential Service

I.A. Definition of Residential Service

In order to qualify for residential electric service, a property must comprise one or more separately metered dwelling units, each of which provides living accommodations that include a minimum of a kitchen, bedroom and bathroom. Each property fitting this definition will be limited to one residential electric meter per residential unit. Any additional electric meter(s) serving the property or its individual units will be considered to provide nonresidential electric service (see section II.) and will be billed at the general service electric rate.

Residential properties (as defined above) from which businesses are operated can qualify for residential service providing the property also serves as the primary living quarters of the customer.

I.B. Application for Service

An applicant for City Water, Light and Power water or electric service must be at least 18 years of age or, if under 18, present proof of his/her emancipation or marriage.

Each applicant for residential service must complete a written application for service, including:

1. the location where service is to be provided (service address);
2. the names of all adults who will be living full time at this address (service recipients);
3. the applicant's employer; and
4. the applicant's daytime and evening telephone numbers.

The applicant must also provide two forms of identification, at least one of which must bear a photograph of the holder (e.g., valid driver's license, state ID card, FOID card, passport).¹ Examples of secondary forms of identification that may be used are Social Security cards and credit cards.

If the applicant is a tenant at the service address, s/he must provide the lease agreement to the property, as well as the name, address and telephone number of the property owner. If the applicant owns the service address, proof of ownership must be provided.

If a representative of an applicant, acting under a power of attorney, applies for service in the applicant's name, proof of the power of attorney must be provided to City Water, Light and Power.

City Water, Light and Power reserves the right to verify any and all information provided by the applicant prior to initiating service.

Any applicant who has failed to pay for previous utility services from City Water, Light and Power will be required to pay all past due amounts and a service deposit (see section I.C.1.) before service will be initiated.

Once service has been granted, the customer is responsible for informing City Water, Light and Power's Customer Service representatives of any changes in the information supplied on the application for service.

I.B.1 Deceased Customers

City Water Light and Power sympathizes with friends and family of someone who has passed away. CWLP will not continue to provide utility services to a customer who has passed away. Upon notification of a current customer's passing, City Water Light and Power will notify the current resident by letter, that services will be discontinued if the account remains in the deceased customer's name.

City Water Light and Power can bill an Estate provided the executor signs for service in the Estate's name, pays a residential Estate deposit and provides legal documentation naming him/her the executor of said Estate.

¹ City Water, Light and Power will have sole discretion in deciding what types of photo IDs to accept.

I.C. Payment for Services

I.C.1. Service Deposit

Customers who are re-applying for residential service with City Water, Light and Power who have had at least 12 continuous months of service, during which no more than two late penalties were assessed, are not required to pay a service deposit. First-time applicants and applicants who have failed to pay for previous service in a timely manner will be required to pay a service deposit before service will be initiated. First-time applicants may avoid the deposit requirement by providing a letter from their previous utility company attesting to at least 12 continuous months of service during which no more than two late penalties were assessed on their account.

The amount of the residential service deposit, currently \$50, is adjusted periodically.

Payment of the residential deposit must be made when the customer signs up for service. Following 12 continuous months of service from City Water, Light and Power, during which no more than two late penalties are assessed on the account, the deposit plus interest will be returned in the form of a credit to the account. The interest rate on deposits is adjusted periodically. If the customer terminates service before the deposit is refunded, the deposit plus interest will be applied to the account's final bill.

Estates, requesting to bill for residential service, will follow the Commercial Service Deposit policy.

I.C.2. Monthly Service Payments

In most circumstances, charges for service will be rendered on or about the same day each month based on the service address (see [section VI.A.](#) for possible exceptions). Monthly bills for service are due 21 days after issue. If a monthly statement includes a balance from a previous month(s), the delinquent amount is due within 10 days of the bill's issue date.

In applying for electric or water service from City Water, Light and Power, the customer agrees to pay for services as bills are rendered in accordance with the rates, rules and regulations in effect at the time of delivery. The customer remains responsible for these charges until the customer gives the utility [NOTICE OF DISCONTINUANCE](#) and final charges on said account have been paid. Past due final charges may be transferred to any active residential or nonresidential account being maintained by or for the use of said customer. All persons named on a residential lease or mortgage document shall be responsible for payment of services rendered to that residence.

City Water, Light and Power collects sewer charges for the Department of Public Works and the Sangamon County Water Reclamation District (formerly Springfield Metro Sanitary District). These charges are based on the amount of water the customer uses. Unless an affidavit stating otherwise has been filed with City Water, Light and Power, the utility will assume each property receiving water service is connected to the city's sewer system and that the total amount of water consumed by the customer eventually enters the sewer system. The customer will be responsible for paying all applicable [sewer](#) and [water](#) service charges for the property. Customers with irrigation systems can avoid paying sewer charges on water used by those systems if they pay for the installation of a [sewer revenue meter](#).

I.C.3. Penalties: Late Payment; Nonpayment; Returned Checks

If services are not paid in full by the due date on each monthly bill, a penalty charge of 1% per month, with a minimum of 50¢, will be imposed on the unpaid balance. This penalty charge will be assessed on the total past due amount, including previous penalty charges, each month until the balance has been paid.

If the delinquent amount is more than one month overdue, service may be interrupted until all delinquent amounts are paid in full. If service is interrupted, the customer will be required to pay a reconnect charge(s) and a service deposit (see [section I.C.1.](#)) before service will be restored. The reconnect charges, which are adjusted periodically, are currently \$35 for electric service and \$35 for water service.

If a check tendered to City Water, Light and Power for payment of any City services is returned by the bank for any reason other than error on the part of the financial institution, a service charge will be imposed. The service charge, which is adjusted periodically, is currently \$20. The customer will be required to reimburse City Water, Light and Power in cash or cash equivalent within two working days. If the returned check is not redeemed, service will be interrupted, all charges will be due in full and a reconnect charge(s) and service deposit (see [section I.C.1.](#)) will be assessed and must be paid before service will be restored.

If a second check tendered within 12 months to City Water, Light and Power in payment of any City services is returned by the bank for any reason other than error on the part of the financial institution, that customer will be required to pay all utility charges in cash or cash equivalent for at least the next 12-month period. At the end of that period, the utility will review the case to determine if the customer may resume paying by personal check.

I.D. Meter Reading

I.D.1. Meter Reading Schedule

Except in the cases cited below and in [section VI.A.](#), customer water and electric meters are read on or about the same date each month.

Monthly bills occasionally might be estimated at the discretion of City Water, Light and Power when circumstances beyond its control, including but not limited to constraints caused by weather, make it difficult or impossible to obtain an actual meter reading.

Monthly bills may also be estimated if City Water, Light and Power meter readers do not have access to the water or electric meter when the meter is scheduled to be read. To reduce the likelihood that consumption will be estimated when a meter is not accessible, City Water, Light and Power residential customers are given the opportunity to read their meters themselves and provide their readings to City Water, Light and Power. (This applies only to customers whose meters are not located in a outdoor “pits.”) A meter reader who is unable to gain access to a meter when it is scheduled to be read leaves the customer with a postage-paid post card containing [instructions on how to read the meter](#) and provide the reading to the City Water, Light and Power Customer Service Office by phone or mail. If a meter reading provided by a customer is received in a timely manner and appears to be accurate, the customer may be allowed to supply meter readings for up to three consecutive months before being required to make an appointment with a Field Investigator to inspect the meter and verify the reading.

I.D.2. Access to Meters

City Code 52.03 requires customers to provide safe and unimpeded access to City Water, Light and Power equipment, including water and electric meters, that is on or inside their property. Failure to provide access will result in estimated utility bills. Failure to provide access for six consecutive months could result in an interruption of service until access to the meter has been facilitated. If service has been interrupted due to failure to provide access, a reconnect charge(s) and all past due amounts must be paid before service will be restored.

Pets, whether inside or outside, must be restrained in such a manner that they cannot harass City Water, Light and Power personnel attempting to gain access to utility equipment.

I.D.3. Relocating Indoor Meters

City Water, Light and Power can move an indoor water meter to an external pit for a one-time charge.

Indoor electric meters may also be relocated to the outdoors. The customer must first have the meter base relocated by an independent, licensed electrician. Contact the Customer Service Office to schedule an interruption of service prior to moving the meter base. Once the meter base has been relocated, City Water, Light and Power will move the meter.



II. Nonresidential Service

II.A. Definition of Nonresidential Service

Any building or outbuilding that does not meet the criteria for residential electric service (see section I.A.) will be considered nonresidential in nature and be eligible only for nonresidential electric service billed at the general service electric rate.

II.B. Application for Service

An applicant for City Water, Light and Power water or electric service must either be at least 18 years of age or present proof of his/her emancipation or marriage.

Each applicant for nonresidential service must complete a written application for service, including:

1. the location where service is to be provided (service address);
2. the legal name of the entity;
3. local and home office telephone numbers of the entity;
4. the name, address and telephone number of the property owner, if other than the applicant; and
5. the signature of a principal of the entity.

If the applicant is not the owner of the service address, s/he must provide the lease agreement to the property. If the applicant owns the service address, proof of ownership must be provided.

City Water, Light and Power reserves the right to verify any and all information provided by the applicant prior to initiating service.

Any applicant who has failed to pay for previous utility services from City Water, Light and Power will be required to pay all past due amounts and a service deposit (see section II.C.1.) before service will be initiated.

Once service has been granted, the customer is responsible for informing City Water, Light and Power's Customer Service representatives of any changes in the information supplied on the application for service.

II.C. Payment for Services

II.C.1. Service Deposit

Previous nonresidential customers who are re-applying for service under the same entity name will not be required to pay a service deposit if their previous service lasted at least 12 months and resulted in no more than two late penalties. First-time nonresidential applicants, nonresidential applicants who have failed to pay for previous service in a timely manner, and Estate applicants for residential services will be required to pay the service deposit before service will be initiated. First-time nonresidential applicants who have residential service on their owned, primary residence may avoid paying the deposit for nonresidential service if:

1. the nonresidential service is requested in the same name as the residential service;
2. the applicant applies for the nonresidential service in person;
3. the applicant provides proof of ownership of his/her primary residence;
4. the applicant has no more than two late penalties on the residential account; and
5. the applicant agrees to the transfer of unpaid final bills to any existing residential or nonresidential account.

However, a deposit may subsequently be required on the nonresidential account if the customer fails to maintain payments on either the residential or nonresidential account in a timely manner.

For the first 24 months of service, the deposit maintained on account with CWLP by a nonresidential customer or an Estate customer must be no less than the equivalent of two months of the customer's average utility charges. In the absence of a billing history on which to base the deposit amount, the minimum starting deposit will be \$75 for water-only customers, \$200 for electric-only customers, and \$250 for electric-and-water customers. Nonresidential customer accounts will be reviewed within the first six months of service and adjusted as necessary to ensure a sufficient deposit level is maintained.

In lieu of a cash deposit, a nonresidential applicant or Estate applicant may obtain a two-year surety bond or provide an irrevocable letter of credit from his/her financial institution. Separate bonds or letters of credit are required for multiple service locations.

The nonresidential cash deposit plus interest will be applied to the customer's account following 24 continuous months of service from City Water, Light and Power, providing no more than two late penalties have been assessed on the account during that period. The interest rate on cash deposits is adjusted periodically. If the customer terminates service before the deposit is refunded, the deposit plus interest will be applied to the account's final bill.

II.C.2. Monthly Service Payments

In most circumstances, charges for service will be rendered on or about the same date each month based on the service address (see [section VI.A.](#) for possible exceptions). Monthly bills for service are due 21 days after issue. If a monthly statement includes a balance from a previous month(s), the delinquent amount is due within 10 days of the bill's issue date.

In applying for electric or water service from City Water, Light and Power, the customer agrees to pay for services as bills are rendered in accordance with the rates, rules and regulations in effect at the time of delivery. The customer remains responsible for these charges until the customer gives the utility [NOTICE OF DISCONTINUANCE](#) and final charges on said account have been paid. Past due final charges may be transferred to any active residential or nonresidential account being maintained by or for the use of the customer.

City Water, Light and Power collects sewer charges for the Department of Public Works and the Sangamon County Water Reclamation District (formerly Springfield Metro Sanitary District). These charges are based on the amount of water the customer uses. Unless an affidavit stating otherwise has been filed with City Water, Light and Power, the utility will assume each property receiving water service is connected to the city's sewer system and that the total amount of water consumed by the customer eventually enters the sewer system. The customer will be responsible for paying all applicable [sewer](#) and [water](#) service charges for the property. Customers with irrigation systems can avoid paying sewer charges on water used by those systems if they pay for the installation of a [sewer revenue meter](#).

II.C.3. Penalties: Late Payment; Nonpayment; Returned Checks

If services are not paid in full by the due date on each monthly bill, a penalty charge of 1% per month, with a minimum of 50¢, will be imposed on the unpaid balance. This penalty charge will be assessed on the total past due amount, including previous penalty charges, each month until the balance has been paid.

If the delinquent amount is more than one month overdue, service may be interrupted until all delinquent amounts are paid in full. If service is interrupted, a reconnect charge(s) and service deposit (see [section II.C.1.](#)) are also required. The reconnect charges, which are adjusted from time to time, are currently: \$35 for electric service reconnected at a self-contained meter; \$100 for electric service reconnected at a current-rated (transformer-rated) meter; and \$35 for water service.

If a check tendered to City Water, Light and Power for payment of any City services is returned by the bank for any reason other than error on the part of the financial institution, a service charge will be imposed. The service charge, which is adjusted periodically, is currently \$20. The customer will be required to reimburse City Water, Light and Power in cash or cash equivalent within two working days. If the returned check is not redeemed, service will be interrupted, all charges will be due in full, and a reconnect charge(s) and service deposit (see [section II.C.2.](#)) will be assessed and must be paid before service will be restored.

If a second check tendered within 12 months to City Water, Light and Power in payment of any City services is returned by the bank for any reason other than error on the part of the financial institution, that customer will be required to pay all utility charges in cash or cash equivalent for at least the next 12 month period. At the end of that period, the utility will review the case to determine if the customer may resume paying by check.

II.D. Meter Reading

II.D.1. Meter Reading Schedule

Except in the cases cited below and in [section VI.A.](#), customer water and electric meters are read on or about the same date each month.

Monthly bills occasionally might be estimated at the discretion of City Water, Light and Power when circumstances beyond its control, including but not limited to constraints caused by weather, make it difficult or impossible to obtain an actual meter reading.

Monthly bills might also be estimated if City Water, Light and Power meter readers do not have access to the water or electric meter when the meter is scheduled to be read.

To reduce the likelihood that consumption will have to be estimated when a nonresidential water meter is not accessible, City Water, Light and Power nonresidential customers are given the opportunity to read their own water meters and provide their readings to the Customer Service Office. (This applies only to customers whose meters are not located in outdoor “pits.”) Meter readers who are unable to gain access to a nonresidential water meter when it is scheduled to be read leave the customer with a postage-paid post card containing instructions on how to read the meter and provide the reading to the Customer Services Office. If a meter reading provided by a customer is received in a timely manner and appears to be accurate, the customer may be allowed to supply water meter readings for up to three consecutive months before being required to make an appointment with a Field Investigator to inspect the meter and verify the reading.

Because of the complexity of commercial electric meters, nonresidential customers are not allowed to provide their own electric meter readings. If a nonresidential electric meter is inaccessible to the meter reader at the scheduled read time, the customer must make an appointment with the Field Investigator to enable an actual electric meter reading to be procured. Failure to provide timely access to the meter for this purpose may result in higher demand charges.

II.D.2. Access to Meters

City Code 52.03 requires customers to provide safe and unimpeded access to City Water, Light and Power equipment, including water and electric meters, that is on or inside their property. Failure to provide access will result in estimated utility bills. Failure to provide access for six consecutive months could result in an interruption of service until access to the meter has been facilitated. If service has been interrupted due to failure to provide access, a reconnect charge(s) and all past due amounts must be paid before service will be restored.

Pets, whether inside or outside, must be restrained in such a manner that they cannot harass City Water, Light and Power personnel attempting to gain access to utility equipment.

II.D.3. Relocating Indoor Meters

City Water, Light and Power can move an indoor water meter to an external pit for a one-time charge.

Indoor electric meters may also be relocated to the outdoors. The customer must first have the meter base relocated by an independent, licensed electrician. Contact the City Water, Light and Power Customer Service Office to schedule an interruption of service prior to moving the meter base. Once this has been done, City Water, Light and Power will move the meter.



III. Outside-the-City Water Service

Residents outside of the city limits may receive City water at the sole discretion of the City Council provided they enter into an annexation agreement with the City and pay the appropriate costs related to the extension of the main and/or tap charges.

Requests for annexation are handled by the Springfield Department of Public Works—call (217) 789-2255 for more information—and must be approved by the Springfield City Council.



IV. Water Leaks and Hazardous Conditions

To protect life and property, as well as to prevent the waste of our resources, when City Water, Light and Power discovers hazardous electrical service conditions or water leaks, the utility requires these problems to be fixed in a timely manner. The customer will be alerted to the unacceptable condition in writing and given a time frame in which to correct it. If the problem is not repaired in the specified time period, the utility has the right to disconnect service with notice until the repairs have been made ([see section VII.B.](#)).



V. Landlord, Owner and Tenant Responsibilities

V.A Responsibility for Active Service

All landlords/owners are required to advise City Water, Light and Power in writing when they purchase a new property or relinquish ownership of a property receiving utility service from City Water, Light and Power.

Landlords/property owners shall be responsible for paying for active City Water, Light and Power utility services provided to their leased/rented properties when a tenant does not apply or qualify for services. Landlords or owners shall have the option of:

1. retaining service and paying all charges in their name during the periods of time when an active tenant does not apply or qualify for service from City Water, Light and Power; or
2. having service disconnected when an active tenant does not apply or qualify for service.

All landlords/owners must maintain a letter on file with City Water, Light and Power stating which of these options they choose. If, for any reason, the landlord/owner fails to inform the utility of his/her preference, service will be automatically disconnected if no active tenant applies or qualifies for service.

If the landlord/owner directs a new tenant to provide proof that City Water, Light and Power utility service has been placed in the tenant's name, City Water, Light and Power will provide the tenant with such confirmation.

City Water, Light and Power will also mail a postcard notifying the landlord/owner when a tenant terminates service if the service will then be billed to the landlord/owner.

V.B. Master-Metered and Multi-Area Single-Metered Properties

Utility service in buildings with multiple dwelling units served by one master meter (house meter) must be billed in the name of the landlord/owner or his/her duly appointed agent. (Agents appointed to act in the name of the landlord/owner must be identified and authorized in writing to City Water, Light and Power by the landlord/owner.) Likewise, single meters that serve more than one tenant's area must be billed in the name of the landlord/owner until each service is exclusive to a single tenanted area. In both of these cases, service to the property will be billed at the general service rate.

When disconnection for nonpayment of service is scheduled for a master-metered property, notice shall be posted on the premises five days before the disconnect date. To prevent termination of utility services, tenants have the right, under the law, to pay the amount due by their lessor or landlord and deduct said amount from their rent. Tenants may also petition the circuit court of Sangamon County for appointment of a receiver to collect the rent due and remit a portion to City Water, Light and Power for payment of City Water, Light and Power utility bills.

V.C. Identifying Meters

Landlords/owners are responsible for clearly and permanently identifying, by stencil or other means, the apartment, mobile home or area served by each meter. Once meters have been installed and identified, the landlord/owner is responsible for meeting with a City Water, Light and Power representative to verify that each meter services the correct unit and is accurately, clearly and permanently identified.

When incorrect billing results from incorrectly identified meters, City Water, Light and Power is not responsible for credit adjustments to bills issued prior to being notified the meters were incorrectly identified. Upon notification from the landlord/owner of incorrectly identified meters, City Water, Light and Power will correct all future billing records to reflect the correct meter identification for the units/areas they service.



VI. Customer Billing

VI.A. Multi-Month Billings

There are some circumstances in which City Water, Light and Power customers might be billed several months after the date of service for services or commodities provided by the utility. Such billings may cover multiple months of service. These circumstances can include, but are not limited to, City Water, Light and Power's discovery that:

1. a slow-running meter has been providing an inaccurate measure of customer consumption;
2. a meter has stopped, resulting in no registered usage;
3. a customer who signed up for and received service was inadvertently omitted from the monthly billing system; and
4. meter tampering has resulted in the utility's inability to properly bill for service in a timely manner.

Except where tampering has occurred, if City Water, Light and Power has failed to bill for services or commodities it has provided, the back billing will be limited to 12 months for residential service and 24 months for nonresidential service.

Except in circumstances involving meter tampering, any customer receiving a multi-month bill for previously unbilled utility services will be eligible to enter into a Payment Arrangement (see section VI.D below) with City Water, Light and Power for a period not to exceed the term of the unbilled service. Penalty charges will not be assessed if the terms of the Payment Arrangement are kept.

If City Water, Light and Power discovers that there has been tampering with any of its equipment and the customer has enjoyed the benefits of such tampering, the utility is not restricted to the above time limitations on unbilled services. The customer will be responsible for all service usage during the period that tampering occurred, including estimated consumption where unmetered usage occurred. City Water, Light and Power may bill a customer for diverted service not used by that customer if that customer had knowledge of or consented to the diversion.

If tampering (or any malicious act on the part of the customer) results in damage to City Water, Light and Power equipment, the customer will also be responsible for the cost of repairing or replacing that equipment. Service will be interrupted until all such charges are paid in full.

VI.B. Errors in Billing

City Water, Light and Power shall credit the customer's account or refund any amount overcharged on a bill rendered by the utility within the period specified below if it is discovered, following payment, that the customer was overcharged because City Water, Light and Power:

1. used the incorrect customer class of service;
2. charged more than the published rate; or
3. inaccurately measured the quantity or volume of service provided.

For residential customers, refunds will be limited to the 12-month period immediately preceding discovery that an overcharge is occurring. Nonresidential customers are limited to the preceding 24-month period.

City Water, Light and Power will not back bill a customer for any amount undercharged on a bill rendered by the utility if it is discovered, following payment, that the customer was undercharged as a result of an error in the class of service. However, the class of service will be corrected.

VI.C. Bill Adjustments for Water Leaks

If a customer has a water leak that causes an increase in their monthly bills, City Water, Light and Power will provide an adjustment to the customer's bill as long as the following criteria are met:

1. the leak must have caused water usage to more than double the the amount normally used by the customer; and

2. the leak must be repaired within 30 days of the date of the leak notification letter provided to the customer by City Water, Light and Power.

The amount of the adjustment will equal 50% of any usage level that exceeds 100% of the customer's normal monthly usage. For instance, if a customer's normal monthly usage is 10 units, the leak must cause consumption to exceed 20 units in order for the customer to be eligible for an adjustment. For each unit above the normal usage of 10, the customer would receive a 50% credit. The credit applies to water, sewer and sanitary billing and is limited to a maximum of two billing periods.

Prior to issuing an adjustment, City Water, Light and Power must have proof that the leak has been repaired.

If a customer does not fix a water leak within 30 days allowed, the water service will be subject to disconnection within 10 days and the customer will no longer be eligible to receive an adjustment once the repair is made.

VI.D. Payment Arrangements

City Water, Light and Power may, at its sole discretion, allow customers owing previously billed past due amounts for their current active utility service to enter into a Payment Arrangement. Customers who have failed to make payment under such a plan during the preceding 12 months, as well as those who have been involved in meter tampering incidents, will not be permitted to enter into a Payment Arrangement.

Under the terms of the Payment Arrangement:

1. A customer with a past due amount must pay a minimum of one-fourth of the total amount due at the time the Payment Arrangement is entered into. One-third of the remaining past-due balance will be due along with the current bill amount on or before the due date of each subsequent monthly billing.²
2. If a customer who enters into a Payment Arrangement makes payment late or defaults in any way on the agreement, service will be interrupted and will not be reinstated until all past due amounts, plus the corresponding reconnect fee(s), are paid in full.

VI.E. Level Payment Plan

City Water, Light and Power offers a budget billing plan to residential customers upon completion of their initial month of service at their current previously existing residence. The budget billing plan is available to newly constructed residences at the end of the initial 12 months of service.

This plan provides for payments in equal installments over an annual period.

To qualify for the Level Payment Plan, the customer must owe no past due bills.

City Water, Light and Power shall review the residential customer's monthly level payment no less than every 12 months. However, the level payment may be adjusted more frequently if the customer's consumption indicates a need for such adjustment.

The monthly level payment must be made regardless of the debit or credit status of the account in any given month. Any customer who fails to make two monthly payments in full in any 12 month period will be automatically removed from the Level Payment Plan. Any past-due balance at that time must be paid in full.

Any customer who voluntarily withdraws from or defaults on any conditions of the Level Payment Plan will be ineligible to enter into another Level Payment Plan for one year from the date of withdrawal or default. Any past due balance at the time of the withdrawal or default must be paid in full.

VI.F. Senior Citizen Discount

City Water, Light and Power offers a discount, currently 10%, on the applicable residential electric rate to qualifying senior citizens for their primary residence. To qualify:

1. the applicant must be 62 years of age or older;

² CWLP reserves the right to establish alternate terms for a customer's payment arrangement. Such a decision would be made at the sole discretion of CWLP and would be based on a number of factors, including (but not limited to) the customer's payment history, outstanding balance, and income level.

2. the applicant must be the head of the household and responsible for the electric bill;
3. the electric service must be in the senior applicant's name; and
4. the applicant must meet the current household income limitations, which are 275% of the federal poverty limits.

Customers must reapply for the Senior Citizen Discount annually. Initial application can occur at any time by contacting the Customer Service Office. Re-enrollment is conducted annually. Participating customers will receive a re-enrollment form by mail. [Contact the Customer Service Office](#) for more information.

VI.G. Payment Options

VI.G.1. Mail

Customers can make their bill payments by U.S. mail, using the return envelope provided with their bill. (If a pre-printed return envelope is not available, mail the payment to: Cashier's Office, City Water, Light and Power, Municipal Center West, Room 101, 300 S. 7th Street, Springfield, IL 62757-0001.) Mail payments may be made using a check or money order.

VI.G.2. In Person

In-person payments can be made at the CWLP drive-up window (on the south side of Municipal Center West, 300 S. 7th Street) or the walk-up cashier's window in the Municipal Center West lobby. Cash, checks and money orders are accepted. In-person credit card or e-check payments can also be made by using the special lobby telephone or the computer kiosk located just inside Room 101. (See section VI.G.3 for information about credit card and e-check payment convenience fees.)

VI.G.3. Online or Phone

Bill payments also can be made by telephone (call 789-2030) or [online \(www.cwlp.com\)](http://www.cwlp.com) using a credit card or e-check. The following convenience fees will be charged for each transaction:

- Credit Card: 2.8% of the total payment, with a minimum fee of \$1.
- E-Check: \$0.50 per check.

VI.G.4. Direct Debit

City Water, Light and Power offers bill payment by direct debit to the customer's checking or savings account. Any customer who provides written authorization and a voided blank check or savings account deposit form may have his/her monthly bill or level payment amount submitted by City Water, Light and Power directly to his/her financial institution. When issued, the monthly bill is sent to the customer's mailing address. The customer's account will be debited on the bill's due date.

VI.G.5. Payment Drop-Off Boxes

City Water, Light and Power has three 24-hour payment drop-off boxes located in the outermost drive-through lane at each of the following locations:

- Illinois National Bank branch, 2849 S. 6th Street;
- Illinois National Bank branch, 2450 N. Dirksen Parkway;
- Heartland Credit Union, 2213 W. White Oaks Drive.

When using one of these drop-off boxes, be sure to use the payment-return envelope provided with your bill and make your payment using only a check or money order. Do not use cash.

VI.G.6. Authorized Payment Stations

City Water, Light and Power bill payments can also be dropped off at Illinois National Bank or at any local currency exchange. Payments made at these locations should be made using a check or money order only. Customers will not receive credit for the payment until City Water, Light and Power receives the payment from the drop-off station.

VI.H. Special-Needs Billing Options

VI.H.1. Braille Bills

City Water, Light and Power offers monthly bills in Braille for the visually impaired. Contact the Customer Service Office for more information.

VI.H.2. TDD/TTY

For the hearing impaired, the Customer Service Office is equipped with a TDD (telecommunication device for the deaf)—an acoustical coupler that supports typewritten communication over a telephone line. The current TTY (tele-typewriter) telephone number is 789-2430.

VI.I. Customer Complaints

A customer who has a complaint about a City Water, Light and Power bill or service should first discuss the problem with a Customer Service Representative. If the customer is still not satisfied, the next steps will be to seek redress first from a Customer Service supervisor and, then, City Water, Light and Power management personnel, in that order. City Water, Light and Power management will have the final say regarding how the matter will be resolved.



VII. Interruption of Service

VII.A. Interruption Without Notice

If any City Water, Light and Power service has been tampered with, the service will be disconnected and removed without notice. Service will not be reinstalled or activated until all damages to City Water, Light and Power equipment, all consumption charges, including those for estimated lost consumption; a service deposit; and a reconnection charge(s) have all been paid in full.

City Water, Light and Power routinely reports tampering to the City of Springfield Police Department and reserves the right to prosecute for tampering under the Illinois Criminal Code 5/16-14, *Unlawful Interference with Public Utility Services*.

VII.B. Interruption With Notice and Current Limited Service

City Water, Light and Power may disconnect service with notice when a customer fails to do any of the following:

1. pay any increase in the deposit by the due date of the first monthly bill following the deposit requirement;
2. pay a past-due bill owed to City Water, Light and Power for service furnished at the same or another location;
3. make payment in accordance with the terms of a Payment Arrangement;
4. redeem a returned check within two City business days;
5. comply with relevant City of Springfield Code, Commercial Office Rules, and/or the conditions agreed to in the application for service;
6. repair a water leak(s) within the 10 or 30 calendar-day period allowed in the written notice from City Water, Light and Power;
7. provide City Water, Light and Power representatives with access to the customer's meter(s); or
8. repair electric equipment hazards within the time limit included in the written notice from City Water, Light and Power.

The customer will be notified of an impending disconnection either by phone or by mail. The notification will include the date on which service will be interrupted.

In certain circumstances, City Water, Light and Power will make the decision not to disconnect electric service of residential customers who have excessively high past-due bills. Rather, the utility will place these customers on Current Limited Service status and equip their homes with special meters that strictly limit the amount of power they can draw at any one time. For the most part, Current Limited Service provides these customers with just enough electricity to meet their most basic needs, keeping their current and future consumption costs to a minimum as they work to pay off their past-due amounts. Customers placed on limited service status will remain so until they are able to make their accounts current. However, if a good-faith effort to pay off the past-due amount is not demonstrated, City Water, Light and Power will remove the customer from Current Limited Service status and disconnect service completely.

VII.C. Exceptions to Service Interruption Rules

City Water, Light and Power does not disconnect residential electric service on any day between November 30 and April 1 when the Weather Channel forecast at 7:00 a.m. indicates the temperature for the following 24 hours will be at or below 32 degrees Fahrenheit, unless:

1. water service was disconnected for nonpayment and payment of the delinquent balance was not made within 5 days thereafter;
2. consumption occurs in the absence of an approved application for service; or
3. a hazardous condition was not repaired within the time limit included in the written notice from City Water, Light and Power.

Anyone with a serious illness who is living full-time at a residence scheduled for service interruption can temporarily

avoid disconnection by providing CWLP with a Vital Health Care (VHC) form certifying the customer's health condition. The VHC must be completed and signed by the treating physician. Upon receipt of this form—copies of which are available from the CWLP Customer Service Office—CWLP will delay service disconnection for 30 days, providing the customer also contacts the Customer Service Office during this period to make payment arrangements.

City Water, Light and Power reserves the right to verify any and all information provided concerning a customer's illness.



VIII. Sources of Assistance

City Water, Light and Power cooperates with the following community agencies that provide financial assistance to qualifying customers who need help paying their utility bills.

VIII.A. Low-Income Home Energy Assistance Program [LIHEAP]

LIHEAP is funded by the Illinois Department of Commerce and Community Affairs and administered by the Sangamon County Department of Community Resources, whose offices are located in Suite C100, 2833 S. Grand Avenue East (the former Cub Foods building), Springfield. Sangamon County residents may apply annually, beginning in September. The telephone number is (217) 535-3120.

VIII.B. Capital Township

Located at 901 S. 11th Street in Springfield, this governmental agency assists qualifying residents of Capital Township once every two years. The telephone number is (217) 525-1736.

VIII.C. Woodside Township

Located at 490 North Street in Springfield, this governmental body assists qualifying Woodside Township residents once in 12 months. The telephone number is (217) 522-3712.

VIII.D. Project RELIEF

Project RELIEF (Ratepayers Emergency Low-Income Energy Fund) is funded by customers of City Water, Light and Power through [voluntary contributions](#). Assistance for both water and electric services is available to qualifying City Water, Light and Power customers. Appointments to apply for assistance must be scheduled by the program coordinator at (217) 789-2414.

Project RELIEF begins on or around December 1 of each year and runs until May 1 or until funds are depleted, whichever comes first.



IX. Neighbors Helping Neighbors

IX.A. Donate to Project RELIEF

City Water, Light and Power customers who want to help other customers who are having difficulty making their bill payments can authorize the utility to add an additional \$1 or more to each month's bill. These contributions will help fund Project RELIEF (Ratepayers Emergency Low-Income Energy Fund), which provides assistance in covering past-due electric and water bills to qualifying customers. One-time donations can also be made by check to Contact Ministries, the local social service agency that administers Project RELIEF for City Water, Light and Power. For more information about donating to Project RELIEF, call the 789-2030, e-mail cwlp.customer@cwlp.com or visit the City Water, Light and Power [website \(www.cwlp.com\)](http://www.cwlp.com).

IX.B. Donate to Round Up To End Homelessness

The Round Up To End Homelessness program allows individual and corporate citizens to donate funds that will be used to help Springfield's homeless population by authorizing City Water, Light and Power to round up their monthly bills to the next dollar. Larger monthly contributions can also be authorized. Customers who wish to participate in this program can do so [online \(www.cwlp.com\)](http://www.cwlp.com), by calling 789-2030 or by e-mail cwlp.customer@cwlp.com.



X. Important Contact Information

City of Springfield Switchboard	789-2000
Customer Service	789-2030, cwlp.customer@cwlp.com
New Service/Transfer Service/Terminate Service	
Billing Questions	
Report Service Outages/Emergencies	
Electric.	789-2121
Water.	789-2323
CWLP General Office	789-2116
Energy Efficiency Programs	789-2070, nrgxperts@cwlp.com
The CWLP Energy Experts	
Efficiency Rebates	
Energy Audits	
Technical Assistance	
Energy Efficiency Publications	
Water Efficiency Programs	789-2070, nrgxperts@cwlp.com
Water-Saver Kits	
Water Conservation Rebates	
Water Efficiency Information/Literature	
CWLP Security	757-8600
Tree Trimming/Limbs in Wires	321.1407
Security Lighting	
Installation/Problem Reporting.	321-1350, eleceng.rep@cwlp.com
Lake Parks-Reservations/Information	757-8660, ext. 1011
Picnic Areas	lakereservations@cwlp.com
Pavilions	
Ball Diamonds	
Beach House/Bridgeview Park Building	
Watercraft Licenses and Registration	786-4075 or 757-8600

For more information go to www.cwlp.com
Find us on Facebook, www.facebook.com/4cwlp