



Customer Service Policy

Effective January 1, 2020

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APPLICATION FOR SERVICE

Application for service shall be filled out at the Waverly Utilities (Utility) billing office at 1002 Adams Parkway where a valid photo ID is required. At the time of application, the applicant shall be given an opportunity to designate a person or agency to receive a copy of any notice to disconnect service due to the applicant's nonpayment of a bill or deposit. As soon as practical after the approval of the application, the Utility shall supply service to the applicant in accordance with the rules and at a rate established by the Utility for the applicant's appropriate class of service. The first payment made on the service indicates acceptance of service requirements.

All billings, notices, and other correspondence will be addressed to the primary account holder. However, all persons listed on the account may pay on the account and obtain information regarding the account via telephone, email, or by visiting the Utility's office. All residents listed on the account receive the benefit of Utility's services and may be held jointly and severally responsible for all account obligations.

If the Utility has reason to believe that the current account holder is no longer living at the address on the account the Utility may contact them for verification. If the new account holder is unwilling to take over service and doesn't stop by the Utility within five business days of the notice from the current account holder to put services in their name the account will be posted and disconnected until the appropriate application and deposits (if applicable) have been paid. These procedures will be followed to ensure that a customer who is no longer receiving the benefit of the services will not be responsible for the balance owing on the account.

Service Connections

The Utility, may, upon reasonable notice by a customer, make service connections per customer request. The customer shall be required to pay a fee for such service in an amount to be determined by the Board of Trustees.

CUSTOMER DEPOSITS

A deposit intended to guarantee payment of bills for service may be required prior to approval of the service application. In any case where a deposit has been refunded or is found to be inadequate, a new or additional deposit may be required upon twelve days written notice of the need for such deposit.

Credit Criteria for Initial Deposits

The requirements of an initial deposit shall be determined by application of the following criteria:

1. No initial service deposit shall be required of an applicant:
 - a. whose twelve most recent bills from the Utility were timely paid (including one automatic forgiveness of a late payment).
 - b. whose new service is subject to the same rate classification as that for which the payment history was established. Reasonable proof of an equivalent recent payment history for similar service from another Utility may be accepted by the Utility.
2. An initial service deposit not exceeding the highest monthly billing for service during the previous twelve-month period shall be required of an applicant for service who does not meet the credit criteria above for no initial service deposit.

Credit Criteria for New or Additional Deposits

A new or additional deposit may be required of a current customer whose initial deposit has been refunded or is found to be inadequate. The new or additional deposit shall ensure a total deposit equal to the highest monthly billing for service during the previous twelve-month period and shall apply to customers who, in a twelve-month period: receive two posted notices of disconnection for reasons of non-payment of a bill or deposit; or, present two checks that are returned for insufficient funds.

Deposit Calculation Criteria

Calculating customer deposits will be based on the maximum estimated charge for a billing period. The amount shall be determined from the highest monthly billing of the previous twelve-month period.

Interest on Deposits

Interest at a rate determined by the Board of Trustees will be paid on deposits from the date of deposit to the date of refund or the due date of any bill to which the deposit is applied. The date of refund is the date on which the refund or notice of refund is forwarded to the customer's last known address.

Record of Deposits

The Utility shall maintain a record of all deposits. The Utility will have a standardized receipt for acknowledging the deposit.

Refund of Deposit

A deposit shall be refunded after twelve consecutive months of prompt payment (which may be eleven timely payments and one automatic forgiveness of late payment). For refund purposes, the account shall be reviewed for prompt payment after twelve months of service following the making of the deposit and for each twelve-month interval terminating on the anniversary of the deposit. Upon termination of service, the deposit plus accumulated interest (if applicable), less any unpaid Utility bill of the customer, shall be reimbursed to the person who made the deposit.

Unclaimed Deposits

The record of each unclaimed deposit shall be maintained for a period of two years from the date service is terminated. During that period, the Utility shall make a reasonable effort to return the deposit. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate Utility account. Deposits remaining unclaimed two years after termination of service will be transferred to the state in accordance with Chapter 556, Code of Iowa.

BILLING INFORMATION

Customers shall be billed on a monthly basis according to the appropriate rate schedules. In addition, the bill may include charges for other items purchased from the Utility during the billing period.

Billing Form

The following information shall be included on the billing form or made available to the customer at the Utility's billing office:

- The actual or estimated meter readings at the beginning and end of the billing period.
- The date of the meter readings.

- The number and kind of units metered.
- The identification of the applicable rate schedule.
- A distinct marking to identify a late payment penalty charge.
- Any conversions from meter reading units to billing units or any other calculations to determine billing units from recording or other devices or any other factors such as sliding scale or automatic adjustments used in determining the bill.
- A detailed listing of all services provided to the customer, including applicable taxes, franchise fees and other charges required by the Utility or other regulatory authority.
- The account balance brought forward and amount of each net charge, and total amount currently due.
- The last date for timely payment shall be clearly shown and shall be not less than twenty days after the bill is rendered.
- If a customer fails to pay their current budget billing for 3 consecutive billing periods, they will be removed from the budget billing plan.

Bill Payment Terms

A bill shall be due and payable when rendered and shall be considered delinquent after 20 days from the time it is rendered. A bill shall be considered rendered by the Utility when deposited in the U.S. mail with postage prepaid or when delivered by the Utility to the last known address of the party responsible for payment. Bill payments received by the Utility on or after the delinquent date shall be for the gross amount stated on the bill which shall include a late payment penalty of 1.5% per month of the last due amount. Failure to receive a properly rendered bill shall not entitle the customer to relief from penalties for late payment.

Each account shall be granted one complete forgiveness of a late payment penalty in each calendar year. The customer shall be informed of the use of the automatic forgiveness by phone or in person, by posting to the next bill, or by separate mailing.

A credit balance of \$5 or greater on a final billed account will be refunded to the individual or business that made the payment on the account causing the credit balance.

Partial Payments

When a partial payment is made prior to the delinquent date and without designation as to the service being paid, the payment shall be credited pro rata between the bill for municipal Utility services and related taxes.

Where Payable

Bills shall be paid by mail, by ACH through the Utility's Auto Pay program, the Utility's online payment provider, by deposit in a designated receptacle, or in person at the Utility's billing office.

Cash payments should be made for the amount that is due. Payment in coins will not be accepted.

Budget Billing

All residential customers may select budget billing. Other customers may select budget billing with the consent of the Utility. The plan shall:

- Be offered when the customer initially requests service.
- Provide for entry into the level payment plan at any time during the calendar year.

- Have budget billing payments equal to the sum of estimated charges provided by the number of standard billing intervals, all for the next twelve consecutive months.
- Prohibit withdrawal from the plan during the first year after entry, except for termination of service.
- Allow for adjustment to the budget billing amount as needed. The billing department will true up once a year to bring all accounts in balance. Unpaid balances remaining when level payment amount is adjusted will be added to the estimated charges in determining the adjusted budget billing payment amount. Unpaid budget billing payments shall not be carried forward.
- Have the budget billing amount computed at the time of entry into the plan. It may be recomputed on each anniversary, when requested by the customer, or whenever price or consumption, alone or in combination result in a new estimate differing by ten percent or more from that in use. When a customer's budget billing is recomputed, the customer shall be notified of the revised payment amount and the reason for the change. The notice shall accompany the bill prior to the bill affected or by separate mailing of the revised payment amount.
- Provide that the account be balanced upon termination of service or withdrawal from the plan.
- Regardless of account balance, provide that a delinquent bill payment shall subject the customer to a late payment penalty on the budget billing amount and to other procedures for collection and termination of service.

Reasonable Agreement to Pay

A residential customer who has been disconnected or is about to be disconnected due to inability to pay in full may be offered the opportunity to enter into a reasonable agreement to pay in accordance with applicable rules of the Utilities Division of the Iowa Department of Commerce. (Example - Exhibit 3)

Customers Not in Default of a Previous Payment Agreement

For customers who have received a disconnection notice or have been disconnected for 120 days or less, a payment agreement of not more than 12 equal monthly payments in specific amounts at scheduled times in addition to remaining current on new bills will be offered.

For Customers Who Have Been Disconnected for More Than 120 Days

A payment agreement of not more than 6 equal monthly payments in specific amounts at scheduled times in addition to remaining current on new bills will be offered.

Second Payment Agreements

Second payment agreements will be offered to customers who have made at least two consecutive full payments under the first payment agreement. The second payment agreement shall be for the same term as or longer than the term of the first payment agreement. The customer shall pay for current service in addition to the monthly payments required in the second payment agreement and will be required to make the first payment up-front as a condition of entering into the second payment agreement.

Customer Counter-Offer

The Utility will review in good faith any payment agreement counter-offer by the defaulted customer. If the customer's offer is not acceptable, the Utility must provide oral notice and written notice of the Utility's refusal of the customer's offer within three days of oral refusal. The written refusal must state the reasons for refusal. Written notice of refusal is considered rendered on the day it is mailed to the customer's last known address, or on the day it is hand delivered to the customer.

Customer Charge

The customer charge provided for in the rate schedule for each class of service will apply to any billing period during which the service remains connected even if there is zero usage during the month.

Customer Requested Disconnections

The Utility may, upon reasonable notice by a customer, make disconnections per the customer request. The customer shall be required to pay a fee for such service in an amount to be determined by the Board of Trustees.

Service Calls

The customer shall be billed for the cost of services not the responsibility of the Utility, as follows:

- For a service call where the trouble is found to be on the customer's equipment, the customer shall be billed in accordance with terms and conditions established by the Board of Trustees.
- For a service call requesting the relocation of facilities belonging to the Utility, the customer shall be billed in accordance with terms and conditions established by the Board of Trustees. An advance deposit equal to the total estimated cost may be required where the estimate exceeds one hundred dollars.
- For a service call requesting temporary relocation of electric lines or other Utility facilities to accommodate movement of buildings or large equipment, the person responsible for the move shall be billed in accordance with terms and conditions established by the Board of Trustees. The Utility shall be given notice of the move at least 14 business days in advance and shall be consulted regarding the route of the move. An advance deposit or cash bond may be required to cover estimated costs.

Customer Requested Meter Tests

The Utility will periodically inspect and test meters in accordance with accepted engineering practice. In addition to regular testing, the customer may request a meter test, providing that such tests need not be made more frequently than once each twelve months. The customer or the customer's representative may be present when the meter is tested and the results shall be reported to the customer within a reasonable time. If the meter is within the allowable tolerance, the customer shall be billed for the cost of the test in an amount established by the Board of Trustees.

Adjustment of Bill for Meter Error

Whenever a meter is found to have an average error exceeding the allowable tolerance by more than 2.0 percent, or in the case of a demand meter, by more than 1.5 percent, the Utility shall adjust a current customer's bill or issue a refund or back bill to a past customer. The amount of the adjustment shall be calculated on the basis of metering accuracy of one hundred percent. The adjustment period for which the Utility will adjust, refund, or credit the customer's bill shall not exceed five years unless approved by the Board of Trustees. If the date the error began cannot be determined, it shall be assumed the error has existed for the shortest time period calculated, one-half the time since the meter was installed or one-half the time elapsed since the last meter test. When the adjustment is due to meter "creep" it shall be assumed that creeping affected meter registration 25 percent of the adjustment period. The adjustment period for slow meters shall not exceed five years without the approval of the Board of Trustees. The maximum bill amount shall not exceed the billing for like charges in the twelve months preceding discovery of the error without approval of the Board of Trustees. When a meter is found not to register, the Utility shall issue an estimated bill.

An adjustment, refund or back-billing shall be made for any overcharge or undercharge resulting from incorrect reading of the meter, incorrect application of the rate schedule, incorrect meter connection or other similar reason.

This section shall not be construed to require a cash refund to a current customer in an amount less than five dollars nor a refund or back-billing to a previous customer in an amount less than ten dollars. The Utility further reserves the rights to forego back-billing procedures that it determines are not cost effective.

Adjustment of Bill for Accidental Wastage of Electricity

When a customer provides reasonable evidence to the Utility that an accidental ground has existed on the customer's equipment, the Utility shall estimate the normal usage for each billing period during which the ground is reasonably believed to have existed, not to exceed two months. The bill for each such period shall be recomputed, treating the amount of above-normal energy consumption as "lost energy". Lost energy shall be billed at the lowest rate on the customer's rate schedule and the total difference will be credited to the customer's account.

Returned Checks

A service charge in an amount established by the Board of Trustees shall be assessed to any customer whose check, automatic bank debit, or similar financial instrument is returned unpaid by the customer's financial institution. The service charge shall be in addition to the late payment penalty if the check is not made good and the service fee not paid prior to the delinquent date of the bill. If two or more checks are returned or ACH payments are rejected within a 12-month period, the Utility may require future payments to be in cash, cashier's check, money order, or credit/debit card.

Bankruptcy

If the Utility is notified a customer has filed bankruptcy, the Utility will move to follow the federal court of law.

Collections

The Utility utilizes a third-party collection agency on customer accounts which are proven to be delinquent. The Utility participates in the State of Iowa Offset Program and will pursue any funds made available via tax or vendor match.

DISCONNECTION & DENIAL OF SERVICE

Access to Meter

The Utility reserves the right to disconnect or deny service to any customer who does not provide timely access to a meter for meter reading or maintenance and in accordance with applicable rules of the Utilities Division of the Iowa Department of Commerce.

A reconnection fee in an amount established by the Board of Trustees shall be applicable when service has been disconnected pursuant to this section.

Personal or Telephone Contact

Personal or telephone contact must be attempted prior to disconnection. The Utility will keep a record of attempts and failures with respect to day and time each call is made, name of party talked to, summary

of conversation. Commence contact attempts prior to posting of the 24- or 48-hour notice. Customer Rights and Responsibilities (Example – Exhibit 4) are included with the original bill and service will be disconnected in accordance with the terms of the notice. If the customer claims non-receipt, the customer may come to the office during normal business hours to obtain a copy any time prior to disconnection and will be advised of the scheduled disconnection date.

Landlord Notification

During the winter moratorium, if the Utility has reason to believe that the residential customer is a renter the Landlord (if known) will be notified of the upcoming disconnection. It is then up to the Landlord to determine if they would like services put back in their name to avoid disconnection.

When a renter provides the Utility a notice of disconnection for services the services shall automatically transfer back to the Landlord beginning on the date of vacancy of the renter.

Posting of Disconnect Notices

Whenever a customer is found to require a 24- or 48-hour disconnection notice posted to their door, the customer will be required to pay a fee for such service in an amount established by the Board of Trustees.

To disconnect electricity services after default of a payment agreement outside the winter moratorium period, the Utility need only post 24- or 48-hour notices if personal or telephone contact fails. During the winter moratorium, the Utility must post 24- or 48- hour disconnect notices whether or not personal or telephone contact is made. See example under Exhibit 5.

Disconnection on holidays or weekends

Unless a dangerous condition exists, or the customer requests disconnection, service shall not be disconnected on holidays or weekends, or the day immediately preceding a holiday or weekend unless WU personnel are available those days to take payments and reconnect service.

20 Degree Rule

According to Iowa Utilities Board rules, disconnection may not take place where electricity is used as the only source of space heating or to control or operate the only space heating equipment at the residence, on any day that the National Weather Service forecast for the following 24 hours covering the area in which the residence is located includes a forecast that the temperature will go below 20 degrees Fahrenheit.

In any case where the Utility has posted a disconnect notice but is precluded from disconnecting service because of the National Weather Service forecast, the Utility may immediately proceed with the appropriate disconnection procedures, without further notice, when the temperature in the area in which the residence is located rises above 20 degrees. Disconnection will not occur if the customer has paid the past due amount, or is entitled to postponement for disconnection under another provision in this policy.

LIHEAP Customers and the Winter Moratorium

During the winter moratorium beginning November 1st and ending April 1st, customers who have qualified for LIHEAP assistance, whether or not they are in default of a payment agreement, are immune from disconnection of service. LIHEAP protection attaches to the person, not the place. A LIHEAP qualified customer can move during the winter moratorium to a new service location without having to pay the account at the old place in full and without having to post a deposit.

Denial of Service to the Same Customer in Default at a New Service Location

If a delinquent amount is owed by a customer for a Utility service associated with a prior property or premises, the Utility, may withhold service from the same account holder at any new property or premises until such time as the account holder pays the delinquent amount owing on the account associated with the prior property or premises.

Forecast Heat Index of 100 Degrees

Electricity customers at the Utility's discretion may not be disconnected if the heat index is, or is forecasted to be 100 degrees or above in the next 24 hours.

Military Member Disconnect Law

Senate File 2297 prohibits a public utility from disconnecting service to a residence in which one of the heads of household is a service member deployed for military service. The prohibition is to take place from the date of the deployment to 90 days after the end of the deployment. The utilities must be notified of the deployment.

CUSTOMER COMPLAINTS

Customers may be asked to submit complaints in writing, specifying the nature of the complaint and the relief sought. Complaints concerning the charges, practices, facilities or service of the Utility shall be investigated promptly and thoroughly. A customer may appeal the findings of the investigation and shall be given reasonable opportunity for a full hearing of the matter before the Board of Trustees.

Complaints involving policies or actions of the Utility that are regulated by the Utilities Division of the Iowa Department of Commerce may also be filed with the agency in accordance with applicable regulations.

Hearing Procedures

- A representative of the billing department for Waverly Utilities shall be available to participate in the hearing as well as the customer
- The hearing should be informal
- A tape recording or detailed notes should be kept by the Secretary of the Board of Trustees
- The customer and the Utility representative should each be allowed to speak, present documents, and even present witnesses who may have relevant information
- All documents presented should be copied and the originals returned to the party presenting the document
- At the conclusion of the hearing, the Board of Trustees should announce their decision and notify the parties of their decision, the reasons supporting it, and submit their decision in writing to both parties. If circumstances warrant, the Board of Trustees may (but is not required to) delay disconnection and continue the hearing to a specified day and time of day to allow additional investigation or seek legal advice from the city or Utility attorney. Upon resumption of the hearing, the Board of Trustees should disclose the results of any additional investigation and report the nature of any legal advice received, give both parties an opportunity to respond, consider such responses, announce their decision and notify the parties of their decision, the reasons supporting it, and submit their decision in writing to both parties.

CHARGES FOR SERVICES

Service Connection

A charge of \$50 shall apply to all service connections made during normal business hours (notification must be made by 2:00 PM). A charge of \$200 shall apply whenever service connection is required after normal business hours of the Utility. Examples include: new customers, rewiring, remodeling, construction, seasonal turn-ons, realtor showing homes, siding, etc.

Interest on Customer Deposits

Interest at the rate of 1.5% percent per annum shall be paid on customer deposits.

Customer Requested Disconnection

Charges for a customer requested disconnection shall be as follows:

- A charge of \$50 shall apply to all service disconnections made during normal business hours (notification must be made by 2:00 PM). A charge of \$200 shall apply whenever service disconnection is required after normal business hours of the Utility. Examples include: new customers, rewiring, remodeling, construction, seasonal turn-ons, realtor showing homes, siding, etc.
- The monthly service charge shall apply when the period of disconnection includes a billing period for which no energy is assessed.
- The Utility may, at its discretion, waive the disconnect fee during emergency situations or for safety reasons.
- The service disconnection fee will not apply for properties that are defaulting back to the lender and the lender does not wish to have the utilities transferred into the lenders name. Disconnections must be done between the hours of 8 AM and 2 PM. A confirmation notice from the lender must be received by the Utility confirming they do not want to retain any utility services for the property being disconnected.

Service Calls

When a service call is made and the trouble is found to be on the customer's side of the meter, the customer will be charged for the cost of labor, equipment, and materials, and administrative costs in accordance with the standard charge out rates for operations applicable at the time the work is performed.

Customer Requested Meter Tests

A charge of \$50.00 shall apply to customer requested residential meter tests, where the meter is found to be within the allowable tolerance. Customers requesting commercial meter tests will be charged for the direct cost of such tests, where the meter is found to be within the allowable tolerance.

Returned Payment Charge

A service charge of \$35.00 shall apply to each check or ACH returned unpaid by the bank on which it was drawn.

Posting Disconnect Notices

A charge of \$50.00 shall apply to each 24- or 48-hour disconnection notice posted on a customer's door.

Reconnection Fee for Disconnection or Denial of Service

When service is disconnected because of an act or omission by the customer or because of nonpayment of a bill or deposit, the customer shall be required to pay a reconnection charge of \$50.00 between 8:00 AM and 2:00 PM Monday through Friday. A charge of \$200.00 shall apply whenever reconnection is required between 2:01 PM and 7:59 AM Monday through Friday and all-day Saturday and Sunday.

RATE SCHEDULES

Adopted: October 2018

Effective: For meters read on January 1, 2020 or after

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RESIDENTIAL SERVICE

Rate Designation: ER01

Application

Applied to separately metered individual dwelling units within the corporate city limits of Waverly for all normal domestic light, heat, and small power purposes. Service is not available on this rate for three phase requirements. Service is subject to applicable terms and conditions of Waverly Utilities' electric service Rules of Operation.

Character of Service

Single phase, 120/240 volts or 120/208 volts

Monthly Rate

Customer Charge:	\$19.00 per month	
Energy Charge:	Summer	Winter
First 600 kWh	.1132	.1132
Over 600 kWh	.1359	.1132

Summer rate is applicable during four (4) monthly billing periods of June through September. Winter rate is applicable for all other months. Billing will include an adjustment per kWh, computed monthly, to compensate for changes in the cost of power.

RURAL RESIDENTIAL SERVICE

Rate Designation: ERR07

Application

Applied to separately metered individual dwelling units outside the corporate limits of the City of Waverly for all normal domestic light, heat, and small power purposes. Service is not available on this rate for three phase requirements. Service is subject to applicable terms and conditions of Waverly Utilities' electric service Rules of Operation.

Character of Service

Single phase, 120/240 volts or 120/208 volts

Monthly Rate

Customer Charge:	\$20.00 per month	
Energy Charge:	Summer	Winter
First 600 kWh	.1132	.1132
Over 600 kWh	.1359	.1132

Summer rate is applicable during four (4) monthly billing periods of June through September. Winter rate is applicable for all other months. Billing will include an adjustment per kWh, computed monthly, to compensate for changes in the cost of power.

ELECTRIC HEATING RATE FOR RESIDENTIAL SERVICE

Rate Designation: ERE05

Application

This rate is applied to any urban or rural residential customer using electricity for the total requirements of space heating, cooking, and water heating. The customer must make written application for the rate rider and is subject to inspection of facilities at the time of application. Service is subject to applicable terms and conditions of Waverly Utilities' electric service Rules of Operation.

Character of Service

Single phase, 120/240 volts or 120/208 volts

Monthly Rate

Customer Charge: \$19.00 per month

Energy Charge:	Summer	Winter
First 600 kWh	.1132	.1132
Over 600 kWh	.1359	.0550

Summer rate is applicable during four (4) monthly billing periods of June through September. Winter rate is applicable for all other months. Billing will include an adjustment per kWh, computed monthly, to compensate for changes in the cost of power.

COMMERCIAL SERVICE

Rate Designation: EC02

Application

Applied to small commercial customers within the service area for service delivered through one meter at one location for normal lighting, power, and supplemental heating purposes. Service requirements cannot exceed 50 kW on this rate. Whenever monthly consumption exceeds 15,000 kWh, a demand meter will be installed to determine whether the customer should be transferred to the General Service rate. The customer will be moved to the General Service rate if their demand exceeds 50 kW four or more times in any 12-month period. Service is subject to applicable terms and conditions of Waverly Utilities' electric service Rules of Operation.

Character of Service

Single phase 120/240 volts or 120/208 volts

Three phase 120/208 volts

Three phase 277/480 volts

Three phase 120/208 services with service entrance panels rated 800 amps or larger and three phase 277/480 services with services entrance panels rated 400 amps or larger are automatically assigned to General Service (50 kW demand requirement is waived).

Monthly Rate

Customer Charge: \$35.50 per month

Energy Charge per kWh:	Summer	Winter
First 2,000 kWh	.1082	.1034
All over 2,000 kWh	.0989	.0927

Summer rate is applicable during four (4) monthly billing periods of June through September. Winter rate is applicable for all other months. Billing will include an adjustment per kWh, computed monthly, to compensate for changes in the cost of power.

COMMERCIAL AND MUNICIPAL TIME OF USE SERVICE

Rate Designation: ETD02F, ETD02N, ETD12F, ETD12N

Application

Available to small commercial customers and City departmental operations within the service area for service delivered through one meter at one location for normal lighting, power, and supplemental heating purposes. Service requirements cannot exceed 50 kW on this rate. Whenever monthly consumption exceeds 15,000 kWh, a demand meter will be installed to determine whether the customer should be transferred to the General and Municipal Time of Use rate. The customer will be moved to the General and Municipal Time of Use rate if their demand exceeds 50 kW four or more times in any 12-month period. Service is subject to applicable terms and conditions of Waverly Utilities' electric service Rules of Operation.

The rate is designed for customers who can readily switch a substantial portion of their service from daytime operation to nighttime operation, thereby contributing to a reduction of system peak. The service is available on an optional basis to any customer for a minimum of one year.

Special dual register meters are required to separate daytime service from nighttime service during the designated hours. The additional cost for the dual register meter will be charged to the customer in the form of a higher monthly customer charge. The off-peak period includes all weekend hours and the weekday nighttime hours of 8:00 P.M. through 8:00 A.M. CST. The following holidays will be considered off-peak: New Year's Day, Good Friday, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve Day, and Christmas Day.

Character of Service

Single phase 120/240 volts or 120/208 volts

Three phase 120/208 volts

Three phase 277/480 volts

Monthly Rate

Customer Charge: \$84.00 per month

Energy Charge per kWh:	Summer	Winter
On Peak	.1656	.1563
Off Peak	.0461	.0461

Summer rate is applicable during four (4) monthly billing periods of June through September. Winter rate is applicable for all other months. Billing will include an adjustment per kWh, computed monthly, to compensate for changes in the cost of power.

GENERAL SERVICE

Rate Designation: ELGD

Application

Applied to commercial customers with demand requirements over 50 kW occurring four (4) or more months in any twelve (12) month period. This may include industrial customers and commercial customers within the service area for service delivered through one meter at one location for all purposes. Service is subject to applicable terms and conditions of Waverly Utilities' electric service Rules of Operation.

Character of Service

Three phase 120/208 or 277/480 volts. Service may also be delivered at primary voltage subject to provisions of primary voltage riders.

Three phase 120/208 services with service entrance panels rated 800 amps or larger and three phase 277/480 services with services entrance panels rated 400 amps or larger are automatically assigned to General Service (50 kW demand requirement is waived).

General customers who believe that their usage patterns have changed may ask Waverly Utilities' to review their current usage patterns. Customers may be moved to another rate class at the sole judgment of Waverly Utilities.

Monthly Rate

Customer Charge: \$170.00 per month

Demand Charge per kW:	Summer	Winter
First 50 kW	16.00	14.00
All over 50 kW	12.90	10.40

Energy Charge:	All Year
First 250 kWh per kW of billing demand	.0667
Balance kWh	.0441

Summer rate is applicable during four (4) monthly billing periods of June through September. Winter rate is applicable for all other months. Billing will include an adjustment per kWh, computed monthly, to compensate for changes in the cost of power.

Billing Demand

Metered demand shall be the highest fifteen-minute demand occurring during the month. Adjusted metered demand shall be the metered demand after making adjustment for power factor. Billing demand shall be the current month adjusted metered demand or 50 percent of the highest billing demand for the previous eleven (11) months, whichever is higher. The minimum billing demand shall be 30 kW.

GENERAL SERVICE (CONTINUED)

Power Factor Adjustment

If the average power factor during the billing month is less than 90% lagging, the metered demand shall be increased by 1% for each 1% that the power factor is found to be less than 90%. The power factor will be determined from company meters used for power factor determination.

Rider for delivery at primary voltage:

Primary metering discount is available to the customer receiving service metered at primary voltage. The energy billing shall be discounted three (3) percent as metered at primary voltage. Separate billings shall be applied to each point of delivery if service is taken at more than one location. If Waverly Utilities changes its primary system voltage, the customer must change their voltage as well. Waverly Utilities will give a minimum of one-year notice prior to the upgrade.

Rider for customer ownership of transformers:

Discount is available to the customer receiving service at primary voltage to customer-owned transformation. A discount of five (5) cents per kilowatt will be applied to the customer's demand billing.

GENERAL AND MUNICIPAL DEMAND TIME OF USE SERVICE

Rate Designation: ELTDN, ELTDF

Application

Available to general service and municipal customers with demand requirements over 50 kW occurring four (4) or more months in any twelve (12) month period. This may include industrial customers and commercial customers within the service area for service delivered through one meter at one location for all purposes. Service is subject to applicable terms and conditions of Waverly Utilities' electric service Rules of Operation.

The rate is designed for customers who can readily switch a substantial portion of their service from daytime operation to nighttime operation, thereby contributing to a reduction of system peak. The service is available on an optional basis for a minimum of one year.

Special dual register meters are required to separate daytime service from nighttime service during the designated hours. The additional cost for the dual register meter will be charged to the customer in the form of a higher monthly customer charge. The off-peak period includes all hours on weekends and weekdays between the nighttime hours of 8:00 P.M. and 8:00 A.M. CST. The following holidays will be considered off-peak: New Year's Day, Good Friday, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve Day and Christmas Day.

General or municipal customers who believe that their usage patterns have changed may ask Waverly Utilities to review their current usage patterns. Customers may be moved to another rate class at the sole judgment of Waverly Utilities.

Character of Service

Three phase 120/208 or 277/480 volts. Service may also be delivered at primary voltage subject to provisions of primary voltage riders.

Three phase 120/208 services with service entrance panels rated 800 amps or larger and three phase 277/480 services with services entrance panels rated 400 amps or larger are automatically assigned to General Service or Municipal Demand Service (50 kW demand requirement is waived).

Monthly Rate

Customer Charge: \$320.00 per month

Demand Charge per kW:	Summer	Winter
First 50 kW	10.50	8.30
Next 150 kW	9.00	7.10
All over 200 kW	7.15	7.10

Energy Charge:	Summer	Winter
On Peak	.0878	.0749
Off Peak	.0447	.0447

GENERAL AND MUNICIPAL DEMAND TIME OF USE SERVICE (CONTINUED)

Summer rate is applicable during four (4) monthly billing periods of June through September. Winter rate is applicable for all other months. Billing will include an adjustment per kWh, computed monthly, to compensate for changes in the cost of power.

Billing Demand

Metered demand shall be the highest fifteen-minute demand occurring during the month. Adjusted metered demand shall be the metered demand after making adjustment for power factor. Billing demand shall be the current month adjusted metered demand or 50 percent of the highest billing demand for the previous eleven (11) months, whichever is higher. The minimum billing demand shall be 30 kW.

Power Factor Adjustment

If the average power factor during the billing month is less than 90% lagging, the metered demand shall be increased by 1% for each 1% that the power factor is found to be less than 90%. The power factor will be determined from company meters used for power factor determination.

Rider for delivery at primary voltage:

Primary metering discount is available to the customer receiving service metered at primary voltage. The energy billing shall be discounted three (3) percent as metered at primary voltage. Separate billings shall be applied to each point of delivery if service is taken at more than one location. If Waverly Utilities' changes its primary system voltage, the customer must change their voltage as well. Waverly Utilities will give a minimum of one-year notice prior to the upgrade.

Rider for customer ownership of transformers:

Discount is available to the customer receiving service at primary voltage to customer-owned transformation. A discount of five (5) cents per kilowatt will be applied to the customer's demand billing.

MUNICIPAL SERVICE

Rate Designation: EM12, EM12A, EM12B, EM12C

Application

Applied to departments or branches of the City of Waverly for municipal lighting and power service. Service requirements cannot exceed 50 kW on this rate. Whenever monthly consumption exceeds 15,000 kWh, a demand meter will be installed to determine whether the customer should be transferred to the Municipal Demand Service. The customer will be moved to the Municipal Demand Service if their demand exceeds 50 kW four or more times in any 12-month period. Service is subject to applicable terms and conditions of Waverly Utilities' electric service Rules of Operation.

Character of Service

Single phase 120/240 volts or 120/208 volts

Three phase 120/208 volts

Three phase 277/480 volts

Three phase 120/208 services with service entrance panels rated 800 amps or larger and three phase 277/480 services with services entrance panels rated 400 amps or larger are automatically assigned to Municipal Demand Service (50 kW demand requirement is waived).

Monthly Rate

Customer Charge: \$35.50 per month

Energy Charge per kWh:	Summer	Winter
First 2,000 kWh	.1082	.1034
All over 2,000 kWh	.0989	.0927

Summer rate is applicable during four (4) monthly billing periods of June through September. Winter rate is applicable for all other months. Billing will include an adjustment per kWh, computed monthly, to compensate for changes in the cost of power.

MUNICIPAL DEMAND SERVICE

Rate Designation: ELMD

Application

Applied to departments or branches of the City of Waverly with demand requirements over 50 kW occurring four (4) or more months in a twelve (12) month period. This includes City departmental operations within the service area for service delivered through one meter at one location for all purposes. Service is subject to applicable terms and conditions of Waverly Utilities' electric service Rules of Operation.

Character of Service

Three phase 120/208 or 277/480 volts.

Three phase 120/208 services with service entrance panels rated 800 amps or larger and three phase 277/480 services with services entrance panels rated 400 amps or larger are automatically assigned to General Service or Municipal Demand Service (50 kW demand requirement is waived).

Monthly Rate

Customer Charge: \$170.00 per month

Demand Charge per kW:	Summer	Winter
First 50 kW	16.00	14.00
Balance 150 kW	12.90	10.40

Energy Charge:	All Year
First 250 kWh per kW of billing demand	.0667
Balance kWh	.0441

Summer rate is applicable during four (4) monthly billing periods of June through September. Winter rate is applicable for all other months. Billing will include an adjustment per kWh, computed monthly, to compensate for changes in the cost of power.

Billing Demand

Metered demand shall be the highest integrated fifteen-minute demand occurring during the month. Adjusted metered demand shall be the metered demand after making adjustment for power factor. Billing demand shall be the current month adjusted metered demand or 50 percent of the highest billing demand for the previous eleven (11) months, whichever is higher. The minimum billing demand shall be 30 kW.

Power Factor Adjustment

If the average power factor during the billing month is less than 90% lagging, the metered demand shall be increased by 1% for each 1% that the power factor is found to be less than 90%. The power factor will be determined from Company meters used for power factor determination.

SECURITY LIGHTING SERVICE

Application

Area security lighting for residential and commercial customers shall be available at the security lighting rate schedule. The customer is required to sign up for the service for a minimum of one year.

Character of Service

Security lighting service shall be unmetered. The lights shall be owned and maintained by Waverly Utilities' and shall be located on Utility owned poles or structures. Related costs shall be paid by the customer.

Monthly Rate

	Rate/Mo	Rate Designation
100 Watt HP Sodium Security Light or LED Equivalent	\$ 9.39	SL 09
150 Watt HP Sodium Security Light or LED Equivalent	\$12.28	SL 14
250 Watt HP Sodium Security Light or LED Equivalent	\$15.38	SL 10
400 Watt HP Sodium Security Light or LED Equivalent	\$18.98	SL 11
1000 Watt Metal Halide Security Light or LED Equivalent	\$57.20	SL 15
Wood Pole (if required only for security light)	\$ 3.50	SL 12
50 Watt Metal Halide or HP Sodium or LED Equivalent	\$ 9.03	SL 16
250 HP Sodium Flood Light or LED Equivalent	\$19.35	SL 13
400 HP Sodium Flood Light or LED Equivalent	\$25.96	SL 17

STREET LIGHTING AND TRAFFIC SIGNALS

Street Lighting Service

Character of Service

Street lighting service consists of a combination of residential street lighting with open bottom or enclosed HPS luminaries in fixtures mounted on utility poles and downtown system with several lights served from each pad mount transformer using underground wiring and metal poles.

Monthly Rate

	Rate/Mo.	Rate Designation
100 Watt HP Sodium Street Light or LED Equivalent	\$ 14.85	ST01
150 Watt HP Sodium Street Light or LED Equivalent	\$ 20.65	ST02
250 Watt HP Sodium Street Light or LED Equivalent	\$ 26.10	ST03
400 Watt HP Sodium Street Light or LED Equivalent	\$ 32.25	ST04
175 Watt ML or LED Equivalent	\$ 24.25	ST05
1,500 Watt ML or LED Equivalent	\$134.00	ST06

Traffic Signals

Monthly rate for traffic signals shall be the Commercial Rate applied separately to each location. Billing will include an adjustment per kWh to compensate for changes in the cost of power.

INTERRUPTIBLE GENERAL SERVICE RATE

Rate Designation: ELID

Availability

This rate will be available at the discretion of Waverly Utilities.

Letter of Agreement

Waverly Utilities' will negotiate a Letter of Agreement with any General Service customer who is willing and able to curtail all or a significant portion of their demand during times of heavy power usage in exchange for a reduced demand billing. The Letter of Agreement will specify the amount of the customer's contract demand. Service is subject to applicable terms and conditions of Waverly Utilities' electric service Rules of Operation.

Establishment of Contract Demand

Contract demand is initially established by the customer to match the total requirements of uninterrupted service. Contract demand may be increased or reduced by the customer, in writing, only in the month of May of each year in preparation for the coming summer. It is the customer's responsibility to establish the contract demand at a realistic level that will never be exceeded during periods of interruption. Should the customer exceed the contract demand during a period of interruption, the new contract demand shall be increased to be no less than the actual demand registered during the period of interruption, plus 15%, to apply for the next two years, except that the customer shall never be billed for any amount of contract demand in excess of the total monthly billing demand.

Interruptible Demand

Interruptible demand shall be the total billing demand, as established in the terms of the General Service rate schedule less the contract demand.

Demand Rate

The contract demand shall be billed at the demand rate established in the General Service rate schedule. The interruptible demand shall be at the rate established in the General Service rate schedule reduced by \$3.50 per kW.

Periods of Interruption

Interruptions of service will be at the discretion of Waverly Utilities and will include any period when the interruptible demand might potentially add to establishment of a new summer peak for Waverly Utilities. It is estimated that the number of interruptions will be less than ten per year. Waverly Utilities will provide the customer at least two hours advance notice, by telephone, for each interruption. Length of each interruption will not exceed six hours.

Metering

Waverly Utilities will install suitable metering to enable verification of actual demand during periods of interruption.

INTERRUPTIBLE GENERAL SERVICE RATE (CONTINUED)

Monthly Rate

Customer Charge:	\$170.00 per month	
Demand Charge per kW:	Summer	Winter
First 50 kW	12.50	10.50
Balance kW	9.25	6.75
Energy Charge:	All Year	
First 250 kWh per kW of billing demand	.0667	
Balance kWh	.0441	

GREEN POWER CHOICE

Application

Green Power Choice is available to all customer classes as well as off-system customers. This is a voluntary contribution by the customers to Waverly Utilities. All Green Power Choice contributions will be used to further Waverly Utilities' renewable resources. No certificate will be issued nor will a specific amount of fossil fuel production be displaced.

Customers may elect to contribute to Green Power Choice through their monthly bill in amounts determined by the customers. A \$2 monthly minimum is required.

RIDER FOR ENERGY COST ADJUSTMENT (ECA)

Rate Designation: EECA

Application

The energy adjustment clause is applicable to all rate schedules.

The charges for all kilowatt-hours of energy supplied shall be increased or decreased by an energy adjustment charge or credit to reflect unanticipated changes in total generation and transmission costs. Any bill may be adjusted for variations in the total cost of generation and transmission to Waverly Utilities using the Energy Cost Adjustment (ECA.) Such ECA will be applied when revenue over or under collection occurs due to unexpected increases in the cost of purchased power, generation or transmission.

ECA Calculation

$$\text{ECA} = (\text{6 Month Rolling Total Generation and Transmission Costs (\$)} / \text{Total 6 Months Rolling Retail KWH Sales}) - \text{Base ECA}$$

Definition of Terms

Total Generation and Transmission Costs include:

Purchased cost of energy from wholesale power providers
Cost of generating energy
Cost to deliver energy (transmission)
Less Generation and Transmission Credits

Total 6 Month Rolling Total Generation and Transmission Costs –Based on the most recent 6 months of actual costs

Total 6 Month Rolling Retail KWH Sales-Based on the most recent 6 months of actual kWh Sales.

Base ECA = \$0.0635

Exhibit 2 – Waverly Utilities - Communications Utility Rate Schedule

Waverly Communications Utility Rate Schedule Adopted July 2019	
Residential Video Services	Monthly Rate
Basic Cable TV	\$23.55
Expanded Basic (includes Basic Cable TV)	\$83.45
Variety TV	\$6.25
Choice TV	\$7.25
More Sports	\$8.25
NFL Red Zone- Seasonal Price	\$49.95
Premium Channel Rates	
HBO	\$17.95
Showtime	\$15.95
Cinemax	\$15.95
STARZ/Encore	\$11.95
DVR Services	
Network DVR - 100 hours storage, Catchup TV, Restart TV, Remote Scheduling, Network pause	\$10.95
Note: Network DVR is a whole-home solution. DVR recordings can be played on multiple televisions simultaneously. Includes 100 hours storage, TV CATCHUP, Restart TV, Remote Scheduling, Network Pause.	
Additional Network NDVR Storage -- 100 hours	\$6.95
Catch Up & Restart TV	\$3.95
HD Set Top Box -- 1st Set Top Box is provided free of charge	\$4.95
Business Video Services	
Contact Waverly Utilities to discuss connectivity needs and pricing.	
Residential Data Services	
Standard Internet Service Symmetrical 250/250mbps	\$59.95
Expanded Internet Service Symmetrical 500/500mbps	\$77.95
Gigabit Internet Symmetrical 1Gb/1Gb	\$99.95
Wireless Extender	\$2.95
Business Data Services	
Small Business Plus -- Symmetrical 100/100mbps	\$99.95
Medium Business -- Symmetrical 250/250mbps	\$149.95
Large Business -- Symmetrical 500/500mbps	\$249.95
Enterprise -- Symmetrical 1Gb/1Gb	\$499.95

Static IP Address	\$9.95
Wireless Extender	\$7.95
Border Gateway Protocol Peering	\$150.00
Note: Actual connection speeds will vary depending upon network traffic and limitation of the device(s) used to connect to the service and numerous other factors.	
Residential Voice Services	
Local Calling Plan+	\$17.95
Unlimited Local and 1,500 Free Long-Distance Minutes ++	\$29.95
Equipment Charge+++	\$4.00
+Local calling includes prefixes in: Waverly, Shell Rock, Denver, Waterloo, Cedar Falls and Janesville. Unlimited local calls. Three calling features. Contiguous U.S. long distance billed at 7.5 cents/minute. International calls billed at cost.	
++Includes Local Calling Plan plus unlimited calling features and 1,000 minutes of free long distance per line/per month in the U.S. Canada, and Caribbean Islands that are part of the North American Numbering Plan (NANP). Usage exceeding 1,000 long distance minutes billed at 5 cents/minute. International calls billed at cost. Unlimited Local and Long-Distance calls with Triple Play	
+++Voice Over IP(VoIP) to Analog conversion for Multi Dwelling Units (MDU's)	
Business Voice Services	
Local Calling Plan^	\$24.95
Local and Long-Distance Calling Plan^^	\$39.95
Session Initiated Protocol (SIP) Session^^^	\$18.95
Block of 20 Direct Inward Dial (DID) numbers	\$2.95
Primary Rate Interface (PRI)	\$349.95/+equip cost
Toll Free Number^^^^	\$1.95
Equipment Charge^^^^	\$4.00
^Local calling includes prefixes in: Waverly, Shell Rock, Denver, Waterloo, Cedar Falls and Janesville. Unlimited local calls. Five calling features. Contiguous U.S. long distance billed at 7.5 cents/minute. International calls billed at cost.	
^^ Unlimited local calls, your choice of calling features, plus 1,500 minutes of free Long Distance calling in the U.S. Canada, and Caribbean Islands that are part of the North American Numbering Plan (NANP). Monthly usage exceeding the free 1,500 minutes of long distance billed at 5 cents/minute, per month/per line. International calls billed at cost. Additional lines billed at the Local Calling Plan with 1,500 minutes of Long Distance per line.	
^^^ SIP Sessions will have Unlimited local calls. Long Distance calling includes the U.S. Canada, and Caribbean Islands that are part of the North American Numbering Plan (NANP). 1,000 minutes of free long distance will be provided to customers who have 10 or more SIP sessions and PIC (Primary Interexchange or IntraLata Carrier) Waverly Communications Utility as their long-distance carrier. 2,000 minutes of free long distance will be provided to customers who have 15 or more SIP sessions and PIC (Primary Interexchange or IntraLata Carrier) Waverly Communications Utility as their long-distance carrier. 5,000 minutes of free long distance will be provided to customers who have PRI services and PIC (Primary Interexchange or IntraLata Carrier) Waverly Communications Utility as their long-distance carrier. Monthly usage exceeding the free minutes of long distance will be billed at 5 cents/minute, per month/per line. International calls billed at cost.	
^^^^Toll Free calling minutes are charged by location of the originating call. Toll Free Intrastate calls are rated at 3 cents per minute; Toll Free Interstate calls are rated at 2.5 cents per minute; Toll Free international calls are rated at 29 cents per minute.	
^^^^Voice Over IP(VoIP) to Analog conversion for Multi Dwelling Units (MDU's)	
Waverly Communications Utility has Business voice services for small and large businesses. Contact Waverly Utilities for more details.	

Residential Bundled Services	
Triple Play (Expanded Basic, Unlimited Voice, Internet)	
250Mb	\$158.35
500Mb	\$176.35
1Gb	\$198.35
Double Play (Expanded Basic & Internet)	
250Mb	\$133.40
500Mb	\$151.40
1Gb	\$173.40
Small Business Bundles	
Double Play (Internet & Voice)	\$99.90
<ul style="list-style-type: none"> • Includes 1 phone line and unlimited local calls • 1,500 minutes of free long distance per account/per month (Monthly usage exceeding the free 1,500 minutes of long distance is billed at 5 cents/minute, per month/per line. International calls billed at cost) • Unlimited calling features • 50Mb/50Mb internet 	
Double Play (Internet & Voice)	\$109.95
<ul style="list-style-type: none"> • Includes 2 phone lines and unlimited local calls • A combined 1,500 minutes of free long distance per account/per month (Monthly usage exceeding the free 1,500 minutes of long distance is billed at 5 cents/minute, per month/per line. International calls billed at cost) • Unlimited calling features per line • 100Mb/100Mb internet 	
Metro Ethernet Services	
100 Mb Point to Point	\$199.95
500 Mb Point to Point	\$399.95
1 Gb Point to Point	\$599.95
Interconnect Surcharge --additional charge to Metro Ethernet Services for connections outside of Waverly Utilities Service Territory	\$200.00
10 Gb Transport	\$899.95/+equip cost
10 Gb Point to Point -- Contact Waverly Utilities to discuss connectivity needs and pricing.	
Multi Point Connections -- Contact Waverly Utilities to discuss connectivity needs and pricing.	
Antivirus and PC Support	
Antivirus for 1 PC and 1 Mobile Device	Free
Desktop Protect (one PC or laptop)	\$4.95/month
Mobile Protect	\$1.95/month
Protect Plus (four additional devices)	\$9.95/month
Miscellaneous Charges	

Residential Installations	\$100.00
Business Installations – Any installations requested that extend past 5:00 PM will be subject to an additional hourly charge.	\$150.00
Business Voice Expedite Fee per install	\$500.00
Business Voice Service After Hours Installation Fee – Installs scheduled between 5:00 PM and 8:00 AM.	\$150.00
Transfers	\$35.00
Non-Pay Reconnect	\$35.00
Service Upgrade Office	Free
Service Trip Charge	\$35.00/hour plus time and material
Seasonal - Local Calling Plan/1MB Internet *Seasonal rate is limited to 5 months annually	\$15.00
Rural Network Fee	\$4.15/month
Extended Rural Territory	\$10.00/month
After Hours Support Fee – If problem is determined to be with customer equipment or technology and support provided between 8:00 PM and 8:00 AM, Monday – Sunday.	\$130.00 + hourly fee if more than 2 hours
After Hours Hourly Fee	\$60.00
Any fee may be waived as part of a promotional activity or upon discretion of Waverly Communications Utility staff.	
Miscellaneous Equipment Fees	
Coaxial 6-foot Jumper	\$5.00
Coaxial Jumper Over 6 foot	\$6.00 + .15/foot
Cat. 5 Jumper 6 foot	\$5.00
Cat. 5 Jumper over 6 foot	\$6.00 + .15/foot
HDMI Cable 6 foot	\$10.00
HDMI Cable 15 foot	\$20.00
8 Hour Battery Backup	\$50.00
24 Hour Battery Backup	\$75.00
Unreturned or Damaged Equipment	
Remote Control	\$15.00
HD Set Top Box	\$175.00
ONT	\$250.00
8 Hour ONT Battery Backup	\$50.00
24 Hour Battery Backup	\$75.00
Ethernet over Power Line Convertor	\$25.00 each
Media over Cable Convertor	\$50.00
8 Port Ethernet Switch	\$30.00
Ethernet Wi-Fi Extender	\$100.00

Note: Waverly Utilities – Communication Utility rates published on the Waverly Utilities website supersede the rates listed in this document.

Exhibit 3 – Example of Special Payment Arrangement



Customer Name
Address
City, State Zip

Date:
Account Number:
Phone Number:

Customer Name is in default on the bills for utility services provided by Waverly Utilities and the delinquent amount, as of the date of this agreement is \$XXX.XX.

Customer Name is unable to pay all charges owed to Waverly Utilities but has agreed to pay the amount owed in regular installments over a period of time and Waverly Utilities has agreed to continue utility service so long as Customer Name makes payments as provided by this agreement.

The **delinquent amount** of \$XXX.XX **plus current bill** will be paid on the dates and in the installment, amounts shown below:

<u>Bill Due Date</u>	<u>Agreed Amount</u>
01/05/2020	\$XXX.XX
02/05/2020	\$XXX.XX
03/05/2020	\$XXX.XX
04/05/2020	\$XXX.XX
05/05/2020	\$XXX.XX

Customer Name is aware that he/she has the option of making payments on the delinquent amount plus the current bill in equal installments over the agreed time period (not to exceed 12 months) and payments are to be made on the dates indicated in this agreement. **Services may be disconnected within two days after a default on this agreement.** To obtain service again, the total amount due and a reconnect fee must be paid. By signing this agreement, you agree to the conditions listed above.

Waverly Utilities Representative

Customer Signature

Exhibit 4 – Example of Customer Rights & Responsibilities

CUSTOMER RIGHTS AND RESPONSIBILITIES TO AVOID SHUTOFF OF ELECTRIC SERVICE FOR NONPAYMENT

1. What can I do if I receive a notice from the utility that says my service will be shut off because I have a past due bill?

- a. Pay the bill in full; or
- b. Enter into a reasonable payment plan with the utility (see #2 below); or
- c. Apply for and become eligible for low-income energy assistance (see #3 below); or
- d. Give the utility a written statement from a doctor or public health official stating that shutting off your electric service would pose an especial health danger for a person living at the residence (see #4 below); or
- e. Tell the utility if you think part of the amount shown on the bill is wrong. However, you must still pay the part of the bill you agree you owe the utility (see #5 below).

2. How do I go about making a reasonable payment plan? (Residential customers only)

- a. Contact the utility as soon as you know you cannot pay the amount you owe. If you cannot pay all the money you owe at one time, the utility may offer you a payment plan that spreads payments evenly over at least 12 months. The plan may be longer depending on your financial situation.
- b. If you have not made the payments you promised in a previous payment plan with the utility and still owe money, you may qualify for a second payment agreement under certain conditions.
- c. If you do not make the payments you promise, the utility may shut off your utility service on one day's notice unless all the money you owe the utility is paid or you enter into another payment agreement.

3. How do I apply for low-income energy assistance? (Residential customers only)

- a. Contact the local community action agency - North East Iowa Community Action, 117 W Bremer Ave, 319-352-4532 or
- b. Contact the Division of Community Action Agencies at the Iowa Department of Human Rights, Lucas State Office Building, Des Moines, Iowa 50319; telephone 515.281.3861. To prevent disconnection, you must contact the utility prior to disconnection of your service.
- c. To avoid disconnection, you must apply for energy assistance before your service is shut off. Notify your utility that you may be eligible and have applied for energy assistance. Once your service has been disconnected, it will not be reconnected based on approval for energy assistance.
- d. Being certified eligible for energy assistance will prevent your service from being disconnected from November 1 through April 1.

4. What if someone living at the residence has a serious health condition? (Residential customers only)

Contact the utility if you believe this is the case. Contact your doctor or a public health official and ask the doctor or health official to contact the utility and state that shutting off your utility service would pose an especial health danger for a person living at your residence. The doctor or public health official must provide a written statement to the utility office within 5 days of when your doctor or public health official notifies the utility of the health condition; otherwise, your utility service may be shut off. If the utility receives this written statement, your service will not be shut off for 30 days. This 30-day delay is to allow you time to arrange payment of your utility bill or find other living arrangements. After 30 days, your service may be shut off if payment arrangements have not been made.

5. What should I do if I believe my bill is not correct?

You may dispute your utility bill. You must tell the utility that you dispute the bill. You must pay the part of the bill you think is correct. If you do this, the utility will not shut off your service for 45 days from the date the bill was mailed while you and the utility work out the dispute over the part of the bill you think is incorrect. You may ask the Iowa Utilities Board for assistance in resolving the dispute. (See #9 below.)

6. When can the utility shut off my utility service because I have not paid my bill?

- a. Your utility can shut off service between the hours of 6 a.m. and 2 p.m., Monday through Friday.
- b. The utility will not shut off your service on nights, weekends, or holidays for nonpayment of a bill.
- c. The utility will not shut off your service if you enter into a reasonable payment plan to pay the overdue amount (see #2 above).
- d. The utility will not shut off your service if the temperature is forecasted to be 20 degrees Fahrenheit or colder during the following 24-hour period, including the day your service is scheduled to be shut off.
- e. If you have qualified for low-income energy assistance, the utility cannot shut off your service from November 1 through April 1. However, you will still owe the utility for the service used during this time.
- f. The utility will not shut off your service if you have notified the utility that you dispute a portion of your bill and you pay the part of the bill that you agree is correct.
- g. If one of the heads of household is a service member deployed for military service, utility service cannot be shut off during the deployment or within 90 days after the end of deployment. For this exception to disconnection to apply, the utility must be informed of the deployment prior to disconnection. However, you will still owe the utility for service used during this time.

7. How will I be told the utility is going to shut off my service?

- a. You must be given a written notice at least 12 days before the utility service can be shut off for nonpayment. This notice will include the reason for shutting off your service.
- b. If you have not made payments required by an agreed-upon payment plan, your service may be disconnected with only one day's notice.
- c. The utility must also try to reach you by telephone or in person before it shuts off your service. From November 1 through April 1, if the utility cannot reach you by telephone or in person, the utility will put a written notice on the door of your residence to tell you that your utility service will be shut off.

8. If service is shut off, when will it be turned back on?

- a. The utility will turn your service back on if you pay the whole amount you owe or agree to a reasonable payment plan (see #2 above).
- b. If you make your payment during regular business hours, or by 7 p.m. for utilities permitting such payment or other arrangements after regular business hours, the utility must make a reasonable effort to turn your service back on that day. If service cannot reasonably be turned on that same day, the utility must do it by 11 a.m. the next day.
- c. The utility may charge you a fee to turn your service back on. Those fees may be higher in the evening or on weekends, so you may ask that your service be turned on during normal utility business hours.

9. Is there any other help available besides my utility?

If the utility has not been able to help you with your problem, you may contact the Iowa Utilities Board toll-free at 877.565.4450. You may also write the Iowa Utilities Board at 1375 E. Court Avenue, Des Moines, Iowa 50319-0069, or by E-mail at customer@iub.iowa.gov. Low-income customers may also be eligible for free legal assistance from Iowa Legal Aid, and may contact Legal Aid at 800.532.1275.

Rev. 9/18/2018

Exhibit 5 – Example of Posting Notice

Dear Utility Customer:

This notice is being hand delivered to your service address to let you know that we will be disconnecting your electric service soon unless your bill is paid in full. You must contact us and make your payment or your electric service will be shut off on _____.

There is a procedure for extending your due date providing you complete the agreement forms at the Waverly Utilities office **before your service is disconnected**. The rights and remedies available to you prior to disconnection are:

No disconnection can be made on a weekend or holiday unless the utility is prepared to reconnect the same day.

Postponement of disconnection will occur for at least 30 days if any permanent resident of the household subject to disconnection has a health problem that would be adversely affected by the disconnection.

Postponement of disconnection will occur for at least 30 days if the customer is experiencing financial difficulty and agrees to negotiate a payment plan for past due amounts owed to Waverly Utilities.

Postponement of disconnection will occur for at least 45 days if the customer disputes the amount of the bill.

Postponement of the disconnection will occur for at least 30 days to allow those eligible for winter energy assistance funds to obtain such assistance.

Customers who complete a payment agreement form at the Waverly Utilities office will have disconnection postponed for the term of the payment agreement. If a customer defaults on such a payment agreement, service will be cut off immediately without further notice when temperatures are forecast above 20 degrees F for the following 24-hour period.

If your service is disconnected on _____ it will not be reconnected until your bill is paid in full and a reconnect charge is paid. Reconnect charges are:

\$50.00 for reconnection between 8:00 AM and 2:00 PM

Monday through Friday

\$200.00 for reconnection between 2:01 PM and 7:59 AM

Monday through Friday

All day Saturday and Sunday

Please call us at 319-559-2000 if you have questions.

Sincerely,

Waverly Utilities