



# CITY OF REDDING UTILITIES DISCLOSURE NOTICE

## Customer Service:

3611 Avtech Parkway, Redding, CA 96002-9253  
Office Hours: Monday - Friday, 8 a.m. to 5 p.m. (Except Holidays)

## Information and Assistance:

Customer Service	(530) 339-7200
Toll Free	(866) 267-8845
Fax	(530) 339-7299
Power Outage	(530) 339-7200
Solid Waste	(530) 224-6201
Water/Wastewater/Storm Drain	(530) 224-6068
E-mail:	CustomerService@cityofredding.org
Visit our website:	<a href="http://www.cityofredding.org">www.cityofredding.org</a>

## Payment Methods:

- MAIL: P.O. Box 496081, Redding, CA 96049-6081
- TELEPHONE: (530) 339-7200 using a credit or debit card
- ON-LINE: [www.cityofredding.org](http://www.cityofredding.org)
- IN-PERSON: 3611 Avtech Parkway (West Entrance)
- DROP BOX LOCATIONS:
  - 3611 Avtech Parkway – North and West Entrance (24 hour)
  - 777 Cypress Ave (City Hall) - Circular Driveway (24 hour)
- AUTO PAY PLAN: Monthly payments automatically deducted electronically from your bank account. Log into your online utility account to set up Auto Pay or call (530) 339-7200 for more information.

We accept major credit and debit cards with the Visa, MasterCard or Discover logo.

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 When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

## Deposits:

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

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

## Payments:

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

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

Customers may be eligible to have a late charge removed once within a 12-month period regardless of payment history. Please contact Customer Service within 30 days of receiving a Late Notice.

## Payment Options:

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

**Budget Bill Program:** Sets a leveled monthly payment amount based on the average monthly utility bill from the previous twelve months, to encourage budgeting and on time payments.

- Residential accounts only with service at the same address for previous 12 consecutive months
- Budget payment amount will be evaluated annually at a minimum, and customer must maintain eligibility

**Preferred Due Date:** Sets a monthly utility bill due date to better accommodate the customer's ability to pay on time and in full.

- Residential accounts only, and customer must maintain eligibility

## Payment Arrangements:

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

**Extension:** An extension request must be made prior to 5:00 p.m. on the next business day following the due date of a utility bill or notice. An extension is available for up to three (3) days beyond the original due date of the bill or notice. Arrangements or extensions will be granted to eligible customers once within a twelve (12) month period.

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

## Final Disconnection Notice Process:

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

To avoid service disconnection or to reconnect utility services, utility customers will be required to submit full payment of their utility account balance, an additional or outstanding deposit, and any previous bad debt.

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

Please note that City of Redding (COR) cannot guarantee continuous service if you pay through unauthorized payment processors, including your bank's online payment program, which may not remit your payments to COR in a timely manner.

If you choose to use a third-party bill payment service, you are responsible for ensuring that COR receives payment in full by the due date.

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## Customer Assistance Programs:

Call Customer Service or visit [www.cityofredding.org/assistance](http://www.cityofredding.org/assistance) for information about residential customer assistance programs such as CARES (Community Assistance for Redding Electric Service) and the Residential Energy Discount. There are also local, state, and federal energy programs that may provide assistance with paying utility bills.

**CARES:** Provides emergency assistance up to \$300 on the electric portion of your bill. Assistance provided to income-qualified customers who have suffered a temporary, financial, physical or other hardship.

- Customers must pay for all the non-electric utility services on their bill and bring their account to current status. Assistance may be provided once every twelve (12) months.
- City of Redding customers can include a donation to the CARES program with their monthly utility bill payment, or can opt to make a recurring CARES contribution at [www.cityofredding.org/donate](http://www.cityofredding.org/donate), in an amount of their choice, that can be billed automatically each month. One time donations are also accepted on the above link.

**Residential Energy Discount Program:** This program is for income-qualified customers and provides a:

- \$10 discount on the monthly Network Access Charge
- 35% savings on the first 450 kilowatt-hours (kWh) of electricity

## Other Financial Assistance:

**Power to Seniors Program (SHARE Program):** (223-6034) This program is administered by Dignity Health Connected Living and uses resources to help seniors with their energy needs, as well as provides low-income seniors 62 years old or older with emergency assistance to pay their energy bills.

- City of Redding customers can include a donation to the SHARE program with their monthly utility bill payment, or can opt to make a recurring SHARE contribution at [www.cityofredding.org/donate](http://www.cityofredding.org/donate), in an amount of their choice, that can be billed automatically each month. One time donations are also accepted on the above link.

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

**LIEEP – Low-Income Energy Efficiency Program:** (378-6900) This program provides income-qualified owners and renters with a variety of measures designed to improve energy efficiency in their homes. This may include installation of ceiling fans, smart thermostats, ceiling insulation, LED lights, plug load controllers, refrigerators, duct upgrades, window replacements, as well as many other energy saving measures. <http://shhip.org>

**Home Repair/Rehabilitation Programs:** The City of Redding Housing Division administers the Minor Home Repair Program for Seniors (225-4040), offering grants up to \$500 for eligible seniors. The Homeowner Rehabilitation Program (245-7136) provides low-interest loans to qualified homeowners for rehabilitation of residential property.

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

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

**Veterans Resource Centers of America:** (223-3211) This program may be able to provide financial assistance to income-qualified veterans who were discharged or released under conditions other than dishonorable.

## Disputed Bill Procedures:

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

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

## Utility Fees and Charges:

Utility fees and service charges are set by authority of the City Council. The following utility fees and service charges are effective as of **June 16, 2020**.

### Service Connection and Disconnection

Next Business Day or Later	No fee
Same Day before 11a.m.	No fee
Same Day after 11 a.m.	\$50

### Charges for Non-Payment of Utilities

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

### Other

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

## Other Information

### Meter Tampering:

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

### Utility Reconnection After Business Hours:

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

### Privacy and Third Party Notification:

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

### Employee Identification:

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

### eNotifications:

To stay up-to-date about the City of Redding's calendar, monthly **Redding Connects**, news, and Request for Proposal (RFP) Posts, please sign up for our eNotification email updates at [www.cityofredding.org](http://www.cityofredding.org).

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