ILLINOIS COMMERCE COMMISSION
BILL OF RIGHTS

For Water and Sewer Customers

RATES

You have a right to -

- Know the rates you must pay for utility services you receive.
- Be notified by your utility of any proposed change in terms and conditions of service or rates and be notified of the right to request a public forum when the utility proposes a general rate increase.

BILLING AND PAYMENT

You have a right to -

- Request a deferred payment agreement to pay past due amounts over time if you are unable to pay the bill in full. Residential customers who have not failed to make payments on such plan during the past 12 months are eligible, others may be eligible.
- Credit for overpayment with interest.

MAKE-UP BILLS

You have a right to -

- To disclosure by the utility of the date covered by the billing statement when you are billed for services provided prior to the date the bill covers.
- Payment arrangements when past due bills occur after a "make-up" bill (that exceeds a normal bill by 50%) is issued for previously unbilled service. The utility shall review the bill and offer to accept payment over a period of time at least as long as the period over which the excess accrued.

DISCONNECTION OF SERVICE

You have a right to -

- Be notified in writing prior to disconnection of service. Such notice shall provide 1)date when service is subject to disconnection 2) reason for disconnection 3) how to prevent disconnection 4) utility contact information to inquire or dispute disconnection 5) contact information for the Illinois Commerce Commission 6) how to access information concerning customer rights and responsibilities.

DISPUTE PROCEDURES

You have a right to -

- Request a meter test and be informed of the results.
- Contact the utility with disputes and be informed of the right for Commission review of unresolved complaints.
- Pursue unresolved disputes with the Illinois Commerce Commission.

More information concerning Commission rules and your rights is available by visiting the ICC's web site or contacting the ICC's Consumer Services Division

www.icc.illinois.gov

Toll-Free Hotline.....800-524-0795

TTY.....800-858-9277

E-mail.....consumers@icc.illinois.gov

Mail...527 E. Capitol Ave., Springfield, IL 62701