

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

Colonial Meadows Water Company
(IL1135100) 8 Ash Street Bloomington, IL 1701

Contact: David M. Smith (309)275-3218

December 24, 2014

Commission's Chief Clerk
527 East Capitol Avenue
Springfield, IL 62701

CP280

ILLINOIS COMMERCE
COMMISSION
2014 DEC 31 A 11:00
CHIEF CLERK'S OFFICE

The following information is an official filing of the Implementation Plan for Colonial Meadows Water Company, pursuant to Code Part 280.15 Implementation Plan. Colonial Meadows is a small owner/operated business serving 83 residential homes with water utility. We are currently using a manual hand-written billing and accounting system, due to this, the costs of implementing the necessary changes are unknown. At this time, the Colonial Meadows Co. is aware of, and acknowledge the new rules and fully intend to be in compliance by May 1, 2016.

Sincerely,



David M. Smith

Owner

May 2016 due to lack of internet & computer system SUBPART A: GENERAL

- Section 280.5 Policy
- Section 280.10 Exemptions
- Section 280.15 Compliance
- Section 280.20 Definitions

Already Compliant; Section 280.30 Application

Section 280.35 Revert to Landlord/Property Manager Agreements

May 2015 to prepare documentation & notify customers SUBPART C: DEPOSITS

- Section 280.40 Deposits
- Section 280.45 Deposits for Low Income Customers

May 2015 to include new information SUBPART D: REGULAR BILLING

- Section 280.50 Billing

May 2016 to create & prepare standard policies SUBPART E: PAYMENT

- Section 280.60 Payment
- Section 280.65 Late Payment Fee Waiver for Low Income Customers
- Section 280.70 Preferred Payment Date
- Section 280.80 Budget Payment Plan

SUBPART F: IRREGULAR BILLING

- Section 280.90 Estimated Bills
- Section 280.100 Previously Unbilled Service

Already compliant SUBPART G: REFUNDS AND CREDITS

- Section 280.110 Refunds and Credits

May 2016 to create & implement policy H: PAYMENT ARRANGEMENTS

- Section 280.120 Deferred Payment Arrangements
- Section 280.125 Deferred Payment Arrangements for Low Income Customers

Some areas N/A otherwise May 2016 SUBPART I: DISCONNECTION

- Section 280.130 Disconnection of Service
- Section 280.135 Winter Disconnection of Residential Heating Services, December 1 through March 31

- Section 280.140 Disconnection for Lack of Access to Multi-Meter Premises
- Section 280.150 Disconnection of Master-Metered Apartment Buildings

Already compliant if needed SUBPART J: MEDICAL CERTIFICATION

- Section 280.160 Medical Certification

Already compliant SUBPART K: RECONNECTION

- Section 280.170 Timely Reconnection of Service
- Section 280.180 Reconnection of Former Residential Customers for the Heating Season

May 2016 to prepare/implement SUBPART L: UNAUTHORIZED SERVICE USAGE

- Section 280.190 Treatment of Illegal Taps
- Section 280.200 Tampering
- Section 280.205 Non-Residential Tampering
- Section 280.210 Payment Avoidance by Location

May 2016 to prepare documentation SUBPART M: COMPLAINT PROCEDURES

- Section 280.220 Utility Complaint Process
- Section 280.230 Commission Complaint Process

May 2016 to prepare/document & notify customers SUBPART N: INFORMATION

- Section 280.240 Public Notice of Commission Rules
- Section 280.250 Second Language Requirements
- Section 280.260 Customer Information Packet

- Section 280.APPENDIX A Disconnection Notice
- Section 280.APPENDIX B Customer Rights
- Section 280.APPENDIX C Public Notice
- Section 280.APPENDIX D Disconnection Notice Insert for Residential Gas and Electric Customers