

Utility Services of Illinois, Inc.
Implementation Plan

TITLE 83: PUBLIC UTILITIES

CHAPTER I: ILLINOIS COMMERCE COMMISSION

SUBCHAPTER B: PROVISIONS APPLICABLE TO MORE THAN ONE KIND OF UTILITY

PART 280

PROCEDURES FOR GAS, ELECTRIC, WATER AND SANITARY SEWER UTILITIES GOVERNING ELIGIBILITY FOR SERVICE, DEPOSITS, BILLING, PAYMENTS, REFUNDS AND DISCONNECTION OF SERVICE

SUBPART	NEW SECTION	NEW REQUIREMENT DESCRIPTION	ESTIMATED COMPLIANCE DATE	ACTUAL COMPLIANCE DATE	RATIONALE FOR A DELAY IN MEETING THE REQUIREMENT, DESCRIPTION OF WORK THAT MUST BE COMPLETED FOR IMPLEMENTATION INCLUDING STEPS THAT HAVE OR WILL BE TAKEN TO ACHIEVE MAXIMUM REASONABLE COMPLIANCE	ESTIMATED COST TO IMPLEMENT
A: GENERAL	280.5	Policy	-	-	-	-
A: GENERAL	280.10	Exemptions	-	-	-	-
A: GENERAL	280.15	Compliance	-	-	-	-
A: GENERAL	280.20	Definitions	-	-	-	-
B: APPLICATIONS FOR UTILITY SERVICE	280.30	Application	3/31/2015		All Customer Service personnel must be trained on the requirements regarding applications for service before this section can be implemented. Training to be conducted with Customer Service staff during the 1st quarter of 2015 to review the new requirements of Section 280.30 - Application. The Utility's application process will be documented and posted to the company website by 03/31/2015.	\$0.00
B: APPLICATIONS FOR UTILITY SERVICE	280.35	Revert to Landlord/Property Manager Agreements	3/31/2015		All Customer Service personnel must be trained on the new requirements regarding Landlord/Property Manager Agreements before this section can be implemented. Training to be conducted with Customer Service staff during the 1st quarter of 2015 to review the new requirements of Section 280.35 - Revert to Landlord/Property Manager Agreements. The Utility's Prearrangement Form will be documented and posted to the company website by 03/31/2015.	\$0.00

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<i>C: DEPOSITS</i>	280.40	Deposits	2/1/2016		<p>All Customer Service personnel must be trained on the new requirements regarding Deposits before this section can be implemented. Training will take place in meetings held throughout the 1st quarter of 2015.</p> <p>The Company's existing bill print application does not have the functionality available within it to display the customer deposit and accumulated interest on the customer's bill. An IT upgrade of the bill print application will take place in 2015 in order to gain compliance with this requirement.</p> <p>Company will gain compliance with 280.40 (a - i, k) by 03/31/2015. Training to be conducted with Customer Service staff during 1st quarter of 2015 to review the new requirements of Section 280.40 - Deposits.</p> <p>Company will gain compliance with the requirements of 280.40 (j) by 02/01/2016. An IT upgrade of the bill print application is required in order to display the deposit and accumulated interest on the customer bill.</p>	\$39,270.00
<i>C: DEPOSITS</i>	280.45	Deposits for Low Income Customers	3/31/2015		<p>All Customer Service personnel must be trained on the new requirements regarding deposits for low income customers before this section can be implemented. Training to be conducted with Customer Service staff during the 1st quarter of 2015 to review the new requirements of Section 280.45 - Deposits for Low Income Customers.</p>	\$0.00

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D: REGULAR BILLING	280.50	Billing	2/1/2016		<p>In order to gain full compliance with requirement 280.50 Billing, an IT upgrade of the bill print application and Customer Self Service application will be required.</p> <p>The following work will be required:</p> <p>(a) Intent - in compliance</p> <p>(b) Bill Cycles - The Company currently bills the Valentine, Walk Up Woods and Cedar Bluff systems semi-annually and the Medina system bi-monthly in advance. USI will address the bill cycle changes of these systems with the recently filed rate case. Estimated bill cycle changes for these systems will occur in the 4th quarter of 2015. All of systems are currently billed month and are in compliance.</p> <p>(c) Bill Content - An IT upgrade of the bill print application is required in order to gain compliance with the bill content requirements by 02/01/2016.</p> <p>(d) Bill Delivery - An IT upgrade will be required in order to obtain written electronic acceptance by the customer by 02/01/2016.</p> <p>(e) Due Dates - USI is in compliance with this subsection.</p> <p>(f) Bill Transfers - Training will be conducted with Customer Service personnel during the 1st quarter of 2015. Training will be completed by 03/31/2015.</p> <p>(g) Bill copy included in tariff and website - USI is in compliance with a copy of the bill in the tariff in its current format. After the IT upgrade to the bill print application, an updated bill will be filed with the Commission.</p>	\$212,360.00
E: PAYMENT	280.60	Payment	11/1/2014	11/1/2014	The Company is in compliance with 280.60 Payment	\$0.00
E: PAYMENT	280.65	Late Payment Fee Waiver for Low Income Customers	8/1/2015		An IT configuration upgrade will be required in order to establish a waiver on an account once a customer provides qualifications as to their low income status. The waiver will identify a low income customer and shall not assess a late payment fee during the qualified period of time per 280.20 - Definitions of "Low Income Customer".	\$51,170.00
E: PAYMENT	280.70	Preferred Payment Date	8/1/2015		An IT configuration upgrade will be required in order to implement the functionality within the billing system to gain compliance with 280.70 Preferred Payment Date. The billing system will utilize an account due date override which must be configured before the functionality is available.	\$33,320.00
E: PAYMENT	280.80	Budget Payment Plan	2/1/2016		An IT configuration upgrade will be required in order to implement the functionality within the billing system to gain compliance with 280.80 Budget Payment Plan. In addition, an IT upgrade of the bill print application will be required in order to gain compliance with the bill content requirements outlined in 280.80 (f) bill itemization.	\$153,510.00

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F: IRREGULAR BILLING	280.90	Estimated Bills	3/31/2015		All Customer Service and Operations personnel must be trained on the requirements regarding estimated bills before this section can be implemented. Training to be conducted with Customer Service and Operations personnel during the 1st quarter of 2015 to review the requirements of 280.90 Estimated Bills. USI will gain compliance with 280.90 (e) in which it shall file in the utility's tariff the formula for estimating customer meter reading with the pending rate case. Estimated new tariffs will be approved during the 4th quarter of 2015.	\$0.00
F: IRREGULAR BILLING	280.100	Previously Unbilled Service	3/31/2015		All Billing and Customer Service personnel must be trained on the new requirements regarding Previously Unbilled Service before this section can be implemented. Training to be conducted with Billing and Customer Service staff during the 1st quarter of 2015 to review the new requirements of Section 280.100 - Previously Unbilled Service.	\$0.00
G: REFUNDS AND CREDITS	280.110	Refunds and Credits	3/31/2015		All Billing and Customer Service personnel must be trained on the new requirements regarding Refunds and Credits before this section can be implemented. Training to be conducted with Billing and Customer Service staff during the 1st quarter of 2015 to review the new requirements of Section 280.110 - Refunds and Credits.	\$0.00
H: PAYMENT ARRANGEMENTS	280.120	Deferred Payment Arrangements	2/1/2016		In order to gain compliance with the subsections of 280.120 - Deferred Payment Arrangements, the following work will be required: (a - d, f - i, k - m)- Training will be conducted with Customer Service personnel during the 1st quarter of 2015. (c) Bill Itemization - An IT upgrade of the bill print application is required in order to gain compliance with the bill content requirements. The upgrade is estimated to be complete by 02/01/2016. (j) Reinstatement - An IT upgrade will be required in order to identify and send Reinstatement Letter to customer. The upgrade is estimated to be completed by 02/01/2016.	\$52,360.00
H: PAYMENT ARRANGEMENTS	280.125	Deferred Payment Arrangements for Low Income Customers	3/31/2015		All Customer Service personnel must be trained on the new requirements regarding Deferred Payment Arrangements for Low Income Customers before this section can be implemented. Training to be conducted with Customer Service staff during the 1st quarter of 2015 to review the new requirements of Section 280.125 - Deferred Payment Arrangements for Low Income Customers.	\$0.00

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<i>I: DISCONNECTION</i>	280.130	Disconnection of Service	8/1/2015		In order to gain compliance with the subsections of 280.130 Disconnection of Service, the following work will be required: (a - c, e - h, k, m,)- Training will be conducted with Customer Service personnel during the 1st quarter of 2015. Compliance date - 03/31/2015 (d) Disconnection Notice Content - An IT programming change to the existing disconnection notice will be required. In addition, a programming change will be required with our bill print vendor to include the Customer Rights in accordance with Appendix B. - Compliance Date - 08/01/2015 (i) Warning Letter - An IT upgrade will be required in order to identify and send Warning Letter in lieu of Appendix A to vacant premises with consumption. Compliance date - 08/01/2015 (j) Warning Calls - An IT programming upgrade will be required in order to identify calls to be made to customers subject to disconnection 48 hours and 24 hours in advance of service interruption. Compliance date - 08/01/2015 (l) The Company is in compliance with this subsection. (m - r) These subsections are not application to water and/or wastewater utilities.	\$48,790.00
<i>I: DISCONNECTION</i>	280.135	Winter Disconnection of Residential Heating Services, December 1 through March 31	Not Applicable	-	This requirements is not applicable to water and wastewater utility companies.	-
<i>I: DISCONNECTION</i>	280.140	Disconnection for Lack of Access to Multi-Meter Premises	3/31/2015		All Customer Service and Operations personnel must be trained on the requirements regarding Disconnection for Lack of Access to Multi-Meter Premises before this section can be implemented. Training to be conducted with Operations personnel during the 1st quarter of 2015 in order to gain compliance with 280.140 Disconnection for Lack of Access to Multi-Meter Premises	\$0.00
<i>I: DISCONNECTION</i>	280.150	Disconnection of Master-Metered Apartment Buildings	3/31/2015		All Customer Service and Operations personnel must be trained on the requirements regarding Disconnection of Master-Metered Apartment Buildings before this section can be implemented. Training to be conducted with Customer Service and Operations personnel during the 1st quarter of 2015 in order to gain compliance with 280.150 Disconnection of Master-Metered Apartment Buildings	\$0.00
<i>J: MEDICAL CERTIFICATION</i>	280.160	Medical Certification	8/1/2015		An IT programming change is required to track and expire medical certifications in accordance with the requirements of 280.160 Medical Certification.	\$52,360.00
<i>K: RECONNECTION</i>	280.170	Timely Reconnection of Service	3/31/2015		All Customer Service and Operations personnel must be trained on the requirements regarding Timely Reconnection of Service before this section can be implemented. Training to be conducted with Customer Service and Operations staff during the 1st quarter of 2015 to review the new requirements of Section 280.170 - Timely Reconnection of Service	\$0.00
<i>K: RECONNECTION</i>	280.180	Reconnection of Former Residential Customers for the Heating Season	Not Applicable	-	This requirements is not applicable to water and wastewater utility companies.	-

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<i>L: UNAUTHORIZED SERVICE USAGE</i>	280.190	Treatment of Illegal Taps	3/31/2015		All Customer Service and Operations personnel must be trained on the requirements regarding Treatment of Illegal Taps before this section can be implemented. Training to be conducted with Customer Service and Operations staff during the 1st quarter of 2015 to review the new requirements of Section 280.190 Treatment of Illegal Taps	\$0.00
<i>L: UNAUTHORIZED SERVICE USAGE</i>	280.200	Tampering	3/31/2015		All Customer Service and Operations personnel must be trained on the new requirements regarding Tampering before this section can be implemented. Training to be conducted with Customer Service and Operations staff during the 1st quarter of 2015 to review the new requirements of Section 280.200 Tampering.	\$0.00
<i>L: UNAUTHORIZED SERVICE USAGE</i>	280.205	Non-Residential Tampering	3/31/2015		All Customer Service and Operations personnel must be trained on the requirements regarding Non-Residential Tampering before this section can be implemented. Training to be conducted with Customer Service and Operations staff during the 1st quarter of 2015 to review the new requirements of Section 280.205 Non-Residential Tampering.	\$0.00
<i>L: UNAUTHORIZED SERVICE USAGE</i>	280.210	Payment Avoidance by Location	3/31/2015		All Customer Service and Operations personnel must be trained on the new requirements regarding Payment Avoidance by Location before this section can be implemented. Training to be conducted with Customer Service and Operations staff during the 1st quarter of 2015 to review the new requirements of Section 280.210 Payment Avoidance by Location.	\$0.00
<i>M: COMPLAINT PROCEDURES</i>	280.220	Utility Complaint Process	3/31/2015		All Customer Service personnel must be trained on the new requirements regarding Utility Complaint Process before this section can be implemented. Training to be conducted with Customer Service staff during the 1st quarter of 2015 to review the new requirements of Section 280.220 Utility Complaint Process.	\$0.00
<i>M: COMPLAINT PROCEDURES</i>	280.230	Commission Complaint Process	11/1/2014	11/1/2014	The Company is in compliance with 280.230 Commission Complaint Process	\$0.00
<i>N: INFORMATION</i>	280.240	Public Notice of Commission Rules	8/1/2015		USI shall post the Public Notice of Commission Rules on the utility's website. In addition, USI proposes to use an annual bill message to notify customers about the availability of Commission rules by vesting the Commission's website or the utility's website.	\$0.00
<i>N: INFORMATION</i>	280.250	Second Language Requirements	8/1/2015		In accordance with the requirements of 280.130 & Appendix A, (d) Disconnection Notice Content - An IT programming change to the existing disconnection notice will be required. In addition, a programming change will be required with our bill print vendor to include the Customer Rights in accordance with Appendix B. With those programming changes, the required notices will be modified to include the Second Language Requirements - Compliance Date - 08/01/2015	\$0.00

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<i>N: INFORMATION</i>	280.260	Customer Information Packet	6/1/2015		All Customer Service personnel must be trained on the requirements regarding the Customer Information Packet before this section can be implemented. Training to be conducted with Customer Service personnel during the 1st quarter of 2015 to review the requirements of the 280.260 Customer Information Packet and distribution subsection. The Company's Customer Information Packet will be prepared in accordance with requirement 280.60 and posted to the company website by 06/01/2015.	\$0.00
<i>APPENDIX</i>	280.APPENDIX A	Disconnection Notice	8/1/2015		An IT programming change to the existing disconnection notice will be required in order to gain compliance with Appendix A.	Cost included in 280.130 above
<i>APPENDIX</i>	280.APPENDIX B	Customer Rights Insert for Disconnection Notice	8/1/2015		A programming change will be required with our bill print vendor to include the Customer Rights with the mailing of the disconnection notice in accordance with Appendix B.	Cost included in 280.130 above
<i>APPENDIX</i>	280.APPENDIX C	Public Notice	8/1/2015		USI shall post the Public Notice of Commission Rules on the utility's website. In addition, USI proposes to use an annual bill message to notify customers about the availability of Commission rules by visiting the Commission's website or the utility's website.	\$0.00
<i>APPENDIX</i>	280.APPENDIX D	Disconnection Notice Insert for Residential Gas and Electric Customers	Not Applicable	-	This requirements is not applicable to water and wastewater utility companies.	-

Utility Services of Illinois, Inc.
Implementation Plan Timetable

TITLE 83: PUBLIC UTILITIES

CHAPTER I: ILLINOIS COMMERCE COMMISSION

SUBCHAPTER B: PROVISIONS APPLICABLE TO MORE THAN ONE KIND OF UTILITY

PART 280

PROCEDURES FOR GAS, ELECTRIC, WATER AND SANITARY SEWER UTILITIES GOVERNING ELIGIBILITY FOR SERVICE, DEPOSITS, BILLING, PAYMENTS, REFUNDS AND DISCONNECTION OF SERVICE

SUBPART	NEW SECTION	NEW REQUIREMENT DESCRIPTION	ESTIMATED COMPLIANCE DATE	12/31/2014	1/31/2015	2/28/2015	3/31/2015	4/30/2015	5/31/2015	6/30/2015	7/31/2015	8/31/2015	9/30/2015	10/31/2015	11/30/2015	12/31/2015	1/31/2016	2/29/2016	3/31/2016	4/30/2016
A: GENERAL	280.5	Policy	-																	
A: GENERAL	280.10	Exemptions	-																	
A: GENERAL	280.15	Compliance	-																	
A: GENERAL	280.20	Definitions	-																	
B: APPLICATIONS FOR UTILITY SERVICE	280.30	Application	3/31/2015																	
B: APPLICATIONS FOR UTILITY SERVICE	280.35	Revert to Landlord/Property Manager Agreements	3/31/2015																	
C: DEPOSITS	280.40	Deposits	2/1/2016																	
C: DEPOSITS	280.45	Deposits for Low Income Customers	3/31/2015																	
D: REGULAR BILLING	280.50	Billing	2/1/2016																	
E: PAYMENT	280.60	Payment	11/1/2014																	
E: PAYMENT	280.65	Late Payment Fee Waiver for Low Income Customers	8/1/2015																	
E: PAYMENT	280.70	Preferred Payment Date	8/1/2015																	
E: PAYMENT	280.80	Budget Payment Plan	2/1/2016																	
F: IRREGULAR BILLING	280.90	Estimated Bills	3/31/2015																	
F: IRREGULAR BILLING	280.100	Previously Unbilled Service	3/31/2015																	
G: REFUNDS AND CREDITS	280.110	Refunds and Credits	3/31/2015																	
H: PAYMENT ARRANGEMENTS	280.120	Deferred Payment Arrangements	2/1/2016																	
H: PAYMENT ARRANGEMENTS	280.125	Deferred Payment Arrangements for Low Income Customers	3/31/2015																	
I: DISCONNECTION	280.130	Disconnection of Service	8/1/2015																	
I: DISCONNECTION	280.135	Winter Disconnection of Residential Heating Services, December 1 through March 31	Not Applicable																	
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I: DISCONNECTION	280.150	Disconnection of Master-Metered Apartment Buildings	3/31/2015																	
J: MEDICAL CERTIFICATION	280.160	Medical Certification	8/1/2015																	
K: RECONNECTION	280.170	Timely Reconnection of Service	3/31/2015																	
K: RECONNECTION	280.180	Reconnection of Former Residential Customers for the Heating Season	Not Applicable																	
L: UNAUTHORIZED SERVICE USAGE	280.190	Treatment of Illegal Taps	3/31/2015																	
L: UNAUTHORIZED SERVICE USAGE	280.200	Tampering	3/31/2015																	

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<i>L: UNAUTHORIZED SERVICE USAGE</i>	280.205	Non-Residential Tampering	3/31/2015																	
<i>L: UNAUTHORIZED SERVICE USAGE</i>	280.210	Payment Avoidance by Location	3/31/2015																	
<i>M: COMPLAINT PROCEDURES</i>	280.220	Utility Complaint Process	3/31/2015																	
<i>M: COMPLAINT PROCEDURES</i>	280.230	Commission Complaint Process	11/1/2014																	
<i>N: INFORMATION</i>	280.240	Public Notice of Commission Rules	8/1/2015																	
<i>N: INFORMATION</i>	280.250	Second Language Requirements	8/1/2015																	
<i>N: INFORMATION</i>	280.260	Customer Information Packet	6/1/2015																	
<i>APPENDIX</i>	280.APPEN DIX A	Disconnection Notice	8/1/2015																	
<i>APPENDIX</i>	280.APPEN DIX B	Customer Rights Insert for Disconnection Notice	8/1/2015																	
<i>APPENDIX</i>	280.APPEN DIX C	Public Notice	8/1/2015																	
<i>APPENDIX</i>	280.APPEN DIX D	Disconnection Notice Insert for Residential Gas and Electric Customers	Not Applicable																	