

**OFFICIAL FILE**

**ILLINOIS COMMERCE COMMISSION**

# **Silvis Heights Water**

**ORIGINAL**

504-8<sup>th</sup> Avenue ~ Silvis ~ Illinois ~ 61282

(309) 792-0916 ~ (309) 912-3310

Waterparker98@AOL.com ~ Shwatercorp@AOL.com

Illinois Commerce Commission

31Dec14

Homeland Security Office

527-East Capitol Avenue

Springfield, IL. 62701

**Att : Chief Clerk**

**Re: Implementation Plan for Silvis Heights Water  
Part 280.15**

CHIEF CLERK'S OFFICE

2015 JAN - 2 A 10: 23

ILLINOIS COMMERCE  
COMMISSION

Pursuant to Public Act 94-0735, Part 280.15

Silvis Heights Water is a small water supply utility with 540 service connections, and roughly about 1450 customers in our subdivision. We are located in Northwestern Illinois in Rock Island County within the city limits of Silvis, and East Moline on the border with the State of Iowa. This utility is operated on a daily basis and maintained by myself and two other individuals, Steve Weeks and Rich Swanson. Our functions are maintenance of the facility and distribution system. We also have a billing clerk and secretary who would be Lori Weeks. We respond to and document most situations that come up. We do daily checks of the system and do all water samples required. We also respond to customer request for any assistance and or information regarding the operation of our system. We at times have gone to help customers with inside plumbing if they request our help. We do daily operation reports that are sent into the I.E.P.A. at the end of the month. Steve does the check book as he is treasurer, Lori does all the billing and is in office several times a week to collect bills and check for messages to relay to personnel Rich goes around to do shut-offs when required, and does distribution and facility work as does Steve. I am Supt. Of water and also President of the corporation. My daily task is to do water samples, chemical handling and mixing, facility maintenance, distribution maintenance, budgeting, consumer complaints if any, and I assist other utilities when requested.

The following is in response for information regarding Code 280 and the time lines if required :

***Subpart B: Application for Utility Service***

***Section 280.30 Application***

We are currently in compliance with this section.

***Section 280.35 Revert to Landlord/Property Manager Agreements***

We are currently in compliance with this section.

***Subpart C: Deposits***

***Section 280.40 Deposits***

We currently do not require the customer to put down a deposit for water service and have no plans to implement unless required.

***Section 280.45 Deposits for low Income Customers***

Please see response in Section 280.40 above.

***Subpart D: Regular Billing***

***Section 280.50 Billing***

Our billing is done quarterly, with all services being billed after usage. We do not bill for service(s) before usage. We just changed over our billing system about two years ago and it is all done by computer. Bills are updated as they are paid to reflect the new amount owed the utility the next quarter. It take about ten minutes to print 540 bills with the new computer system. Our bills have options to put info forth customers on the bills if needed. It also prints out past due list, billing for additional work which would be required from service personnel, such as overtime if required for after hour calls.

***Implemented: Mar. 2013***

***Subpart E: Payment***

***Section 280.60 Payment***

The methods of payment currently accepted are cash, check, money order, or cashiers check. We do not accept credit cards due to the cost that would be incurred by the utility. We currently bill the customer on a quarterly basis and only charge a late payment when the bill is not received in office by due deadline which is 15 days after the beginning of the billing due date. We send out bills a month in advance to the customer to give them enough time to budget for the expense. We take bills by mail when sent by mail and do not charge a late fee, if it was mailed by the 21st day after due date on bill. We are currently compliant.

***Section 280.65 Late Payment Fee Waiver for low income Customer's***

We currently do not have a policy for low income payment waivers. We have had no requests from the low income to date for a waiver. We do work with our customers on a one on one basis if they ask for help, and have waived late fees and provide assistance by payment plans to help. We will look into the Payment Waiver and try to implement a program for the low income by **June 2015**.

**Section 280.70 Preferred Payment Date**

We currently bill customers at the first of the month on a quarterly basis. We do billing by computer and if a customer request a bill we can go in and print one for the customer. We have will look at this policy to see if there is a requirement to change the way we bill. If required we could have a new policy implemented by **June 2015**.

***Section 280.80 Budget Payment Plan***

We currently have a budget payment plan in place. This plan was implemented back in **1998**. We will look at Part 280.80 to make sure we are within compliance and if not we will bring our standard back into compliance. **Compliant 1998**.

***Subpart F: Irregular Billing***

***Section 280.90 Estimated Bills***

Actual billing is done quarterly March, June, September, December. We read meters in February, May, August, and November. That way we can get the bills out a month in advance to help the customers. We only do estimated bills if we cannot get a meter reading because of a property being vacant. We update the billing when we can get into and read the meters. Update billing is then reflected on the next quarterly bill to the customer.

**We are currently in compliance with this section**

**Section 280.100 Previously Unbilled Service**

**We are currently in compliance with this section.**

***Subpart G: Refunds and Credits***

***Section 280.110 Refunds and Credits***

***We are currently in compliance with this section.***

***Subpart H: Payment Arrangements***

***Section 280.120 Deferred Payment Arrangements***

***We are currently in compliance with this Section.***

**Section 280.125 Deferred Payment Arrangements for Low Income Customers**

We currently are in compliance with this Section. We are currently looking at the rules to make sure we stay compliant.

**Subpart I: Disconnection of Services**

**Section 280.130 Disconnection of Services**

We are currently in compliance with this section. We will check to make sure that we do not need to update this policy, but if needed we will update immediately.

**Section 280.135 Winter Disconnection of Residential Heating Services, Dec.1 thru Mar. 31**

Not Applicable. We are a water utility. We do have a policy in place that we do not shut off water from Nov. 1 to Mar. 31 unless requested by customer. This would include past due bills.

**Section 280.140 Disconnection for Lack of Access to Multi meter Premises.**

Not Applicable.

**Section 280.150 Disconnection of Master Metered Apartment Buildings.**

Not Applicable.

**Subpart J: Medical Certification**

**Section 280.160 Medical Certification**

We are currently compliant with this section.

**Subpart K: Reconnection**

**Section 280.170 Timely Reconnection Service**

We are currently in compliance with this section.

**Section 280.180 Reconnection of Former Residential Customers for Heating Season**

Not Applicable. We are a Municipal water supply.

**Subpart L: Unauthorized Service Usage**

**Section 280.190 Treatment of Illegal Taps**

We are currently in compliance with this section.

**Section 280.200 Tampering**

We are currently in compliance with this section.

**Section 280.205 Non-Residential Tampering**

We are currently in compliance with this section.

**Section 280.210 Payment Avoidance by Location**

We are currently in compliance with this section.

**Subpart M: Compliant Procedures**

**Section 280.220 Utility Complaint Process**

We are currently in compliance with this section.

**Subpart N: Information**

**Section 280.40 Public Notice of Commission Rules**

We currently have pamphlets and flyers regarding the I.C.C. Rules available to customers who request. Will look at this section to see if it needs updated.

**June 2015**

**Section 280.250 Second Language Requirements**

We are currently in compliance with this section.

**Section 280.260 Customer Information Packet**

We will look at the requirements to see if we are in compliance with this section.

**June 2015**

**Section 280.Appendix A Disconnection Notice**

We are currently in compliance with this section but will look to update if required.

**In Compliance**

**Section 280.Appendix B Customer Bill of Rights.**

We are currently in compliance with this section.

**Section 280.Appendix C Public Notice**

We are currently in compliance with this section.

**Section 280.Appendix Disconnection Notice Insert for Residential Gas and Electric Customers.**

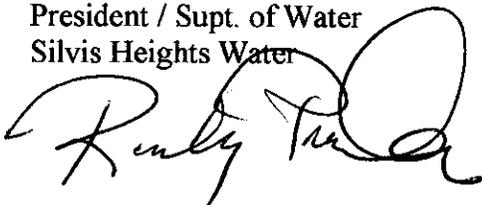
Not Applicable. Municipal water supply.

**We currently do not have a cost estimate as to what it would take to implement all the new regulations at this time.**

We expect to be fully compliant by May1 2016.

Sincerely,

Randy Parker  
President / Supt. of Water  
Silvis Heights Water

A handwritten signature in black ink, appearing to read "Randy Parker", is written over the typed name and title.