

CITY OF VERNON
UTILITIES DEPARTMENT
RULES FOR ELECTRIC SERVICE

Rule No. 5: SPECIAL INFORMATION REQUIRED ON FORMS

- A. Applications and Contracts.** Each Application and contract for electric service will contain the following provision:

This Application or contract for services shall at all times be subject to the rules and regulations of the City of Vernon, which may be changed or modified by the City Council from time to time in the exercise of its jurisdiction.

- B. Customer's Bills.** Information printed on each bill for electric service will include the following:

PLACE OF PAYMENT

The City of Vernon Customer Service Division, 4305 Santa Fe Avenue, Vernon, CA 90058-1786 is the only authorized payment station. If paid elsewhere, the City is not responsible for payments delayed in reaching said office. Checks shall be made payable to the City of Vernon.

PAYMENT

Bills are due and payable on the Date of Presentation shown on this bill. Bills become delinquent and subject to a late fee if payment is not received (postmark not acceptable) by the City of Vernon 20 days thereafter. If not paid within this time, service may be discontinued. If discontinued, a reconnection charge, pre-payment of the closing bill equal to twice the average monthly bill, and the entire delinquent bill shall be remitted in full before a discontinued service will be reestablished.

RETURNED CHECK

1. If a check for payment is returned unpaid, a service charge will be assessed.
2. Payment in lieu of the returned check will be accepted only in the form of cash, money order or cashier's check.
3. Personal or business checks will not be accepted for a period of at least 6 months on accounts with more than one returned check within a 12-month period.

INFORMATION

If you question this bill, please request an explanation from the Customer Service Division. If you thereafter believe that you have been billed incorrectly, to avoid discontinuance of service send your payment under protest to the Customer Service Division with a copy of the bill and a written statement supporting your belief that the bill is not correct. Such statements regarding disputed electric bills

should be made to the attention of the Director of Light and Power Department. Such statements regarding disputed water bills should be made to the attention of the Director of the Water Department. The respective Director will review the basis of the billed amount and authorize any adjustment required in accordance with his findings. If the matter is not satisfactorily resolved by the respective Director, you may petition the City Council for final determination. If you need further information, please call the Customer Service Division at (213) 583-8811 between the hours of 7:00 a.m. and 5:30 p.m., Monday through Thursday.

RULES AND REGULATIONS

The City of Vernon Electric Service Rules and the Water Rules and Regulations, under which service is rendered, are on file at the Customer Service Division. If you wish a copy of any information pertaining to your account, please write to the Customer Service Division.

MEASURES OF CONSUMPTION

KWH or kilowatt-hour is the basic measurement of your electricity use. One 100-watt bulb burning for 10 hours will consume one kilowatt-hour.

CCF or one hundred cubic feet is the basic measurement of your water use. One hundred cubic feet equals approximately 748 gallons.

C. Final Notice. The following statement will be printed on each Final Notice:

This notice includes a late fee. If you question this bill please request an explanation from the Customer Service Division. If you thereafter believe that you have been billed incorrectly, to avoid discontinuance of service send your payment under protest to the Customer Service Division with a copy of the bill and a written statement supporting your belief that the bill is not correct. Such statements regarding disputed electric bills should be made to the attention of the Director of Light and Power Department. Such statements regarding disputed water bills should be made to the attention of the Director of the Water Department. The respective Director will review the basis of the billed amount and authorize any adjustment required in accordance with his findings. If the matter is not satisfactorily resolved by the respective Director, you may petition the City Council for final determination. If you need further information, please call the Customer Service Division at (213) 583-8811 between the hours of 7:00 a.m. and 5:30 p.m., Monday through Thursday.

If a discontinued service is reestablished, a reconnection charge will be assessed.