

CUSTOMER SERVICE POLICIES



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SECTION 1: SCOPE

Glendale Water & Power's (GWP) utility services are regulated by the City of Glendale's Municipal Code (Glendale Municipal Code) adopted and amended by the Glendale City Council. GWP policies, inclusive of this Customer Service Policies, as well as other utility maintenance and management-related policies, are approved and amended by the General Manager of GWP.

It is the intent of this Customer Service Policies to establish uniform procedures for providing utility services to GWP customers that will insure all citizens receive equitable consideration in an indiscriminate manner.

SECTION 2: RATES AND FEES

Rates and fees for water and electric are established and adopted by the Glendale City Council.

SECTION 3: APPLICATION FOR SERVICE

At the time of establishing or activating an account, a primary applicant responsible for the account must be determined. The primary applicant must provide identifying information acceptable to GWP and pay all delinquent GWP billings in full for which the applicant is legally responsible. GWP may require verification of the date of tenancy.

A. Information Required

Each applicant may be required to furnish the following information:

1. Legal name of applicant.
2. Location of premises.
3. Date applicant requests service.
4. Whether or not GWP has previously supplied service to the applicant.
5. Purpose for which service is to be used.
6. Address to which bills are to be mailed or delivered.
7. Whether applicant is owner, agent, or tenant of premises.
8. Rate desired, if optional rate is available.
9. Information to establish credit of applicant, including a social security number, taxpayer ID, or other form of legal identification.
10. Such other information as GWP may reasonably require.

All Applicant/Customer information obtained by GWP will be treated as confidential and subject to verification and disclosure as specified in Section 6254.16 of the California Government Code.

Customers will be required to provide certain information to identify them as the Customer of Record to obtain account information and/or make modifications to the account/service.

B. Individual Liability for Joint Service

Where two or more persons join in one application or contract for utility services, they shall be jointly and severally liable thereunder and shall be billed by means of a single monthly or bi-monthly bill mailed to the person designated on the application to receive the bill.

Whether or not GWP obtains a joint application for service, all adults who occupy the premises and receive the benefit of services are responsible jointly and severally for the payment of the bills for utility services used.

C. Landlord Continuous Service

When tenants in a multi-family dwelling request service to be discontinued and a new tenant has not requested service, the utility service is placed in the landlord's name. The meter(s) will be read for the tenant's closing bill and service will commence for the landlord on the same day. A bill will be generated if there is electric or water usage on the meter, typically for cleaning and showing a unit after a tenant moves out. The account will remain active in the landlord's name until a new tenant signs up for service. If an account is disconnected for nonpayment, the account will not automatically go into the landlord's name and the landlord must call to have service reconnected.

Landlords may opt-out of continuous service by signing an agreement acknowledging that GWP will disconnect the meter following the move-out request of a tenant, and service will not be reconnected until the landlord or a new tenant has signed up for service.

GWP may disconnect or refuse to provide service to the applicant if the acts of the applicant or the conditions upon the premises indicate that false, incomplete or inaccurate information was provided to GWP. GWP shall provide the applicant the reason for such refusal. If the customer refuses to provide a social security number, a taxpayer ID or fails to provide verifiable identification, a deposit may be required as provided in Section 6.

SECTION 4: ESTABLISHMENT OF SERVICE

A new account fee is charged to the customer when applying for service. If a customer requests to expedite the establishment of service, GWP may fulfill the request on the same day or after regular service hours to the extent resources are available. In such cases, the customer is assessed an additional charge. Such fees shall be in an amount established from time to time by Resolution of the Glendale City Council. For current fees see:

<https://www.glendaleca.gov/government/departments/finance/revenue/citywide-fee-schedule>

SECTION 5: ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

A. Establishment of Credit

Each Applicant will be required to establish credit as indicated below:

1. Existing and Prior Customers - By having been a customer of record of GWP for one year or more within the past 18-months and having maintained a record of paying utility bills before becoming delinquent.
2. New Customers -Providing the required information for credit identification and having a satisfactory credit rating with the credit-reporting agency as determined by GWP.

3. Security Deposit -By making a deposit to secure the payment of bills for all services as prescribed in Section 8. Deposits may be paid by U.S. currency, check, money order, cashier's check, credit card, or ACH.

B. Re-Establishment of Credit

When a customer does not satisfactorily establish and maintain credit in accordance with Section 8 and Section 13 of this document, a deposit may be required as security for the payment of utility bills.

GWP may transfer to an existing or new service account any unpaid charges for service previously rendered to the customer. The transferred balance is subject to the payment terms listed in Section 8.

SECTION 6: DEPOSIT

Deposits will be required when a customer is otherwise unable to satisfactorily establish or re-establish credit as set forth in Section 5.

A. Amount of Deposit

The deposit is for all services billed by the department including, but not limited to, water, electricity, rubbish, sewer, hazardous waste, industrial waste, utility tax, and state surcharge, as determined by GWP. The deposit is the estimated amount of the following:

1. Accounts Billed Monthly - two (2) months' charges
2. Accounts Billed Bi-Monthly - three (3) months' charges
3. Master Metered Accounts
 - a. Accounts Billed Monthly - three (3) months' charges
 - b. Accounts Billed Bi-Monthly - four (4) months' charges

No deposit for a residential account shall be less than one hundred dollars (\$100.00) and no deposit for a commercial or industrial account shall be less than two hundred dollars (\$200.00).

B. Payment of Deposit

The calculated deposit may, at the discretion of the department, be added to the applicant's first bill and will be due in accordance with Section 8 of this policy.

C. Return of Deposit

1. After one (1) year of timely payments, the deposit will be applied to the customer's account after any other unpaid delinquent accounts for such customer are satisfied. For purposes of this subsection, "timely payment" refers to payments made prior to issuance of a disconnection notice or late charge.
2. After the closing of an account the deposit will be applied to any balance remaining on the closed account or other accounts the customer may have with GWP. Any credit remaining thereafter will be returned to the customer by way of check.

SECTION 7: BILLING

A. Metered Service

1. The charges billed by GWP for utility service will be according to rates - adopted by the Glendale City Council.
2. Bills for services are rendered on a monthly or bi-monthly basis at the option of the utility. Under normal circumstances, bills are based on meter readings.
3. Bills for utility service are rendered according to registration of the meter.
4. Meter reads are obtained as required for the preparation of regular bills, opening bills, closing bills, and any other special billings.

B. Unmetered Service

1. The charges billed by GWP for unmetered utility service will be according to rates adopted by the Glendale City Council.
2. Bills for service are rendered on a monthly or bi-monthly basis at the option of the utility. Under normal circumstances, bills will be based on past usage history when applicable for unmetered service or based on the calculated usage determined by the utility when unmetered utility service is discovered or was applied for and authorized.
3. Usage is calculated as required for the preparation of regular bills, opening bills, closing bills, and any other special billings.

C. Estimated Bills

If, because of unusual conditions or for reasons beyond its control, GWP is unable to read the meter on the scheduled reading date, GWP may bill the customer for estimated consumption during the billing period and make any necessary corrections when a reading is obtained. Estimated consumption for this purpose is calculated considering the customer's prior usage, GWP's experience with other customers of the same class, and the general characteristics of the customer's operations.

D. Prorating Bills

Customer account usage may be prorated when establishing and closing accounts, special billings, and regular bills during scheduled rate changes. To prorate usage, the daily consumption amount is multiplied by the number of days in the billing period and then multiplied by the appropriate rate(s). Applicable taxes, one-time charges, and other fees are not subject to proration.

E. Bills for Solar Customers under the Net Energy Metering (NEM) Program

1. All Customers whose solar photovoltaic (PV) systems are interconnected to GWP under the Net Energy Metering (NEM) rate will receive monthly or bi-monthly bills. For billing periods when the amount of electricity generated by the PV system is less than the total amount of electricity used, the Customer is billed for the energy supplied to the Customer, the customer charge and any applicable taxes and fees. In billing periods when the amount of electricity generated by the PV system is greater than the total amount of electricity used by the Customer, the Customer is only billed for the customer charge and any applicable taxes and fees.

2. At the end of each twelve-month period, where the electricity generated by the eligible Customer-Generator during the twelve-month -period exceeds the electricity supplied by GWP during that same period, the eligible Customer-Generator is a net electricity producer. At the end of each twelve-month period, each Customer-Generator that is a net electricity producer may affirmatively elect to receive either (i) Net Surplus Energy Compensation (as defined by Resolution of City Council, and in accordance with the rates and terms set forth therein, as may be amended from time to time); or (ii) to roll over the Net Surplus Energy as a kWh credit into the next twelve-month period (in accordance with the Resolution adopted by the City Council and the terms set forth therein, as may be amended from time to time).
 - a. Aggregate Net Energy Metering Customer: Any excess kilowatt-hours generated during the twelve-month period shall be reset to zero. In accordance with State law, no payment will be made for any excess energy for any Aggregate Net Energy Metering Customer participating in the NEM Program.
3. Election to Receive Compensation or Credit - If the Customer has not submitted an Election Form to GWP providing an affirmative election to receive Net Surplus Compensation or a kWh credit for the Net Surplus Energy, except as required by law, any monetary value and kWh credit for Net Surplus Energy shall be reset to zero for the subsequent twelve-month period. In addition, except as required by law, no payment will be made to any customer for the Net Surplus Energy delivered to GWP's grid, unless the customer makes a timely affirmative election to receive Net Surplus Energy Compensation for the Net Surplus Energy, as prescribed in Resolution adopted by the City Council. The customer needs to submit the Election Form to GWP one time. A customer may submit a revised Election Form at any time during any twelve-month period. GWP will rely on the latest Election Form that it has received by December 31st of the then-current twelve-month period.

SECTION 8: PAYMENT OF BILLS

A. When Bills are Due

All Utility Service(s) Bills issued by GWP are payable upon presentation of the bill. Bills not paid within nineteen (19) days of the bill date shall be past due. After a bill is past due, GWP may discontinue electric service and/or water service after giving appropriate written notice in accordance with Section 10 and California Law.

B. How to Make a Payment

Payments can be made by mail, electronically, over the automated telephone system, or at GWP offices. The most current payment options available to Customers may be viewed at GlendaleWaterAndPower.com or may be requested by phone from GWP's Contact and Payment Center by calling (855)550-4497.

C. Late Fees

All past due balances are subject to a late fee thirty eight (38) days from the original bill date. A late fee in an amount established from time to time by resolution of the Glendale City Council and will be charged and collected in addition to other amounts due from the customer.

D. Alternative Payment Agreements

An alternative payment agreement is available to any eligible customer. Customers should call (855) 550-4497 to discuss eligibility and options. GWP reserves the right to evaluate the terms of the agreement on a case-by-case basis, with consideration given to the customer's utility billing and payment history. Alternative payment agreements must be made in advance of service

interruption and late payment penalties will be assessed in accordance with the Glendale Municipal Code. Alternative payment agreements are as follows:

1. Deferral of Payment
 - a. Electric Bill – Balance due date may be extended for up to 6 weeks from the original bill date.
 - b. Water Bill – Balance due date may be extended for up to 12 weeks from the original bill date.
2. Alternative Payment Schedule
 - a. Electric Bill – Balance due is spread out into smaller weekly or bi-weekly installments for up to 6 weeks from the original bill date.
 - b. Water bill - Balance due is spread out into smaller weekly or bi-weekly installments for up to 12 weeks from the original bill date.

E. Alternative Payment Agreements for Residential Water Customers with Hardship Conditions (SB 998).

In addition to the alternative payment agreements listed in Section 8(D), , eligible customers described below may request a 12-month amortization plan in which the balance is paid over a 12-month period through monthly payment installments. The eligible customer must comply with the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan. Failure to comply with the terms of the amortization plan will result in disconnection of service. The amortization plan is available to residential water customers who meet the requirements and are able to provide documented and valid proof for ALL of the following:

1. The customer or a tenant of the customer submits to GWP the certification of a primary care provider, as defined I subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code, that discontinuation of residential service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided; and
2. The customer demonstrates that he or she is financially unable to pay for residential service GWP's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level; and,
3. The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or payment plan.

The request for amortization must be requested by the customer in advance of service interruption. Late payment penalties will be assessed in accordance with the Glendale Municipal Code and SB998. SB998 which allows one late fee to be waived once every 12-months for eligible customers.

F. Returned Payments

Upon receipt of a returned payment taken as remittance of utility billings or other charges, GWP will consider the account not paid. GWP will assess a return item charge for any form of payment returned from the financial institution. Refer to the City-Wide Fee Schedule for the current amount of this charge. This fee may be waived if the returned payment has been verified as a bank error.

GWP reserves the right to establish the means or form of payment (cash, money order, cashier's check, etc.) from any customer who has previously tendered a check for insufficient funds.

SECTION 9: INCORRECT BILLS AND ADJUSTMENTS

A. General

1. Whenever the accuracy of any bill for service is disputed, such dispute shall be investigated by GWP. The customer has ten (10) days from the bill date to dispute its accuracy, otherwise, the bill shall be considered payable as rendered.
2. In cases where there are inaccuracies of the recording of consumption, or bills reflecting clerical or meter errors, or in disputed cases where consumption, dates or other provisions are subject to exact determination, proper adjustments to the billing shall be authorized by the General Manager or his/her authorized agent for the period the meter was in use and determined to be incorrect, but not to exceed a period of six (6) months.
3. In cases where consumption, dates, or other factors required for application of rate schedules or other provisions are not subject to exact determination or are in question, or in disputed cases relative to service or rate application, GWP shall establish such factors by tests, analyses, and investigations to determine the proper basis for making an adjustment, if any. The customer may appeal all adjustments as described in Section 12.

SECTION 10: DISCONTINUANCE AND RESTORATION OF SERVICE

A. Discontinuance of Service at Customer's Request

Each customer shall notify GWP at least one business day prior to the date on which discontinuance of water or electric service is desired. If the date requested is a weekend or holiday, the disconnection will take place on the following business day. The customer will be held responsible for payment for service furnished until one business day after GWP receives the customer's notice or until the day specified in such notice, whichever is later.

When such notice is not given, the account holder will be required to pay for service until GWP has knowledge that the customer has vacated the premises or otherwise has discontinued service.

If a new application is not made for service, and the meter serves more than one premises, and the premises are occupied, GWP will read the meter on the date requested and the property owner of record will become the new customer until such time that a new applicant has taken responsibility for the account.

B. Discontinuance of Service by GWP

1. Nonpayment of Bills

When a bill for electric service has become past due in accordance with Section 8, GWP will issue a Notice of Disconnection either by mail or in person.

a. Electric Service

A customer's electric service may be disconnected for nonpayment when a bill has been delinquent for at least 26 days past the due date of the bill. GWP will notify the customer 48-hours prior to the disconnection.

b. Water Service

(1) A customer's water service may be disconnected for nonpayment when a bill has been delinquent for at least 60 days past the original due date of the bill. GWP will notify the customer by telephone or written notice 7 business days prior to the disconnection.

(2) If a customer who has previously qualified as having a medical or financial hardship under Section 8 E of this policy defaults on a previously approved alternative payment agreement, GWP will, 5 business days prior to the disconnect, issue a final notice of intent to disconnect water service after 60 days past the date of default on the payment plan.

c. Master Metered Accounts (Water or Electric)

If multiple residential dwellings are served by one master meter, GWP will make every good faith effort to inform the residential occupants, by means of a written notice. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each unit, GWP will post the notice in an accessible common area. The notice will include information related to the residential occupants and their rights to become the customer of record.

d. Customers with Approved Life Support Equipment

If a customer account with an approved Life Support Equipment designation becomes past due, a load limiting meter may be installed until payment of the past due balance is made or until an alternative payment agreement is made. The load limiting meter will be set to allow only enough electric current to flow to operate the life support equipment as specified on the Life Support Equipment Application on file with GWP. Upon installation of a load limiting device, it is the customer's responsibility to monitor electrical usage to avoid tripping the device which could result in loss of electrical power. A manual reset feature will allow the customer to re-establish electric service if the device should trip and cause a loss of electrical power. After initial installation, the customer may request GWP staff to reset or inspect the device and amperage levels.

C. Reconnection of Service

If a customer's electric or water service has been disconnected for non-payment, and they have made the necessary payment to have service restored, GWP will remotely or manually reconnect the service as soon as possible. Before making a payment, it is the customer's responsibility to

ensure that all equipment that should not be turned on in customer's absence is unplugged, such as an electric stove, or in the case of disconnected water, that all faucets are in the off position.

SECTION 11: THEFT OF SERVICE/UNAUTHORIZED USE

When theft of service or unauthorized use of service is suspected, GWP personnel will investigate and evaluate the situation and work with the Glendale Police Department if necessary. If theft or unauthorized use is confirmed, the service will be disconnected and all past due, current due, applicable fees, additional deposits and tampering related costs must be paid before service will be reconnected. GWP may refer cases to the District Attorney's office for possible prosecution under California law. Any charges or fees adopted by resolution will be charged to the customer as appropriate.

SECTION 12: DISPUTED BILL PROCESS AND APPEALS

Customers disputing their utility bill shall take the following steps:

1. Customers who believe their utility bill is in error must first contact the Customer Services Division by telephone, in writing, or in person within 10 days from the bill date and initiate a complaint or request an investigation concerning the bill. Utility services will not be discontinued for nonpayment of a disputed bill pending the outcome of a timely filed investigation. GWP may require that an amount equal to an average bill for a comparable period of time be deposited with GWP pending outcome of the investigation. Failure to make the deposit as and when due shall constitute abandonment of the complaint or request for investigation. Subsequent utility bills, which are not disputed, must be paid to GWP within the time allowed to avoid discontinuance of service.
2. If, after contact with the Customer Services Division, the customer believes the bill is still incorrect, the customer may, within 10 days from the date of determination, contact the Customer Services Administrator by phone or submit a written statement regarding the billing dispute to the Customer Services Administrator, 141 N. Glendale Ave. 2nd Level, Glendale, CA 91206. The Customer Services Administrator will conduct an investigation of the dispute and send his or her determination in writing to the customer.
3. If the billing dispute is not satisfactorily resolved with the Customer Service Administrator, the customer may request a review by the General Manager by submitting a written statement within 10 days of the Customer Services Administrator's determination to: General Manager of GWP, 141 N. Glendale Ave. 2nd Level, Glendale, CA 91206. Upon timely receipt of this written statement, the General Manager will determine if the investigation was thorough and complete in addressing the aspects of the billing dispute. The General Manager will make his or her determination and communicate the decision to the customer in writing. If the customer is still not satisfied with the findings of the General Manager, the Customer may appeal to the Office of the City Manager, 613 E. Broadway Street Room 200, Glendale, CA 91206; the City Manager or the City Manager's designee will make the final determination upon review and send the determination in writing to the Customer.

