

Richmond Power and Light Customer Services Policies

8TH STREET CUSTOMER SERVICE OFFICE

Signing for Service:

New Customer – A picture ID is required and possibly a lease agreement or rent receipt to obtain new service. The service needs to be in the renter's name and list all roommates. If it is a married couple, the services can be listed in either name, however both names will be on the account.

If the customer is absolutely unable to come into the Customer Service office, there is a form available for them to fax all of the pertinent information needed to start their new service.

Existing Customer – If a customer is transferring their service to a new location, they must come into the Customer Service Office and verify their Social Security Number and sign for the service. If the customer has any past due balances, or old unpaid bills, they must be paid before new service is connected. If the balance of the old unpaid bill is greater than \$200.00, one-half of the balance must be paid at the time of signing, and an agreement can be made for the remaining half to be paid within 30 days. If the bill is less than \$200.00, the bill must be paid in full before new service can be connected. The past due balances, or old unpaid bills, applies to all who will be residing in the new residence.

New Home Services/Services Off for Over Six Months – Any newly built homes, or services in which the power has been off for over six months, require an inspection by the City for all addresses within the city limits and an inspection by the County, if applicable, for county residents. These addresses are given a temporary/hold date, the customer signs for service, and service is on hold pending the City's inspection.

Deposits – A deposit is required when a customer has left a previously unpaid bill or has been disconnected for non-payment and has had 2 or more disconnection notices in the last 12 months. Deposits are refunded after 12 consecutive months of timely payments. A customer can receive a maximum of two reminders during that 12-month period and still have their deposit returned with interest earned.

A small business requesting service in which the owners have no prior history with Richmond Power and Light, either residential service, or any prior commercial service, will be required to make a deposit on the account. If the customer can provide proof of a good credit history on the business from a prior utility, the deposit can be waived.

Mailing Addresses:

Customers with numerous addresses will be given one account number. Home addresses are kept separated if requested, but all rental properties and all other properties in the same name are on one account with separate service agreements for each address. Each address's usage amount and readings are shown separately on the bill but are totaled together for payment.

Landlord Revert Accounts:

Landlords who have an automatic leave on at their addresses must sign the order at any time they wish to discontinue services in their name. These landlords are asked to sign a form when they put addresses on their landlord revert letter and a copy of this letter is kept on file. If they choose to have services disconnected, which is sometimes done to get a tenant out or to prompt them to get in and sign for services, we require a signature. If a landlord discontinues services to remove a tenant, and comes back in 14 business days to turn it back on, they are charged a \$30 trip fee.

If a landlord has a past due balance in his or her name at one of their rental addresses, we require that it be paid in full before turning on service in someone else's name.

Payment Options:

Payments can be made at Richmond Power and Light's Customer Service Office located at 44 South 8th Street between the hours of 7:30 a.m. and 5 p.m. Monday through Friday, or anytime at the drop box located at the Customer Service Office. Payments may also be remitted by mail. Other payment options are listed below:

Credit Card/Debit Card Payments:

Residential and Small Commercial accounts have the opportunity to pay their energy bill with a Visa, MasterCard or Discover credit card. The customer wishing to make a credit card payment must be the credit card holder.

Online Payments:

RP&L now offers online payment of the customer's electric bill. To active online payment, the customer logs on to [RP&L's website](#). They will be asked for their customer number, which is on their bill, then they will be asked to choose a user name and a password. The customer will then follow the computer prompts that will set up their online payments.

Automatic Checking Withdraw:

This service is available to customers who wish to have their electric bill automatically withdrawn from their checking account. To activate this service the customer needs to contact RP&L at 765-973-7258 and request the Direct Payment application be sent to them or download the form from [DirectDebit.php](#). After the completion of the application and a voided check is mailed to RP&L, the service will be activated.

Automatic Credit Card Payment:

Richmond Power and Light offers monthly Automatic Credit Card Payment to residential and small commercial customers. To activate this service the customer needs to contact RP&L at 765-973-7258 and request an application be sent to them for the Automatic Credit Card Payment or download the form from [DirectDebit.php](#). After completion of the application the service is activated. A bill will be sent monthly to inform the customers of the amount and date that will be charged to their credit card.

Budget Payment Plan

Any residential or commercial customer with no past due balance and who has resided in the residence for at least 12 consecutive months is eligible for the Budgeted Payment plan. A customer who wishes to be on the Budget Payment plan must call our offices and a form is sent to them for their signature before the budget billing can start.

The budget is calculated on the most recent 12-month period of the location. The calculation is the average bill plus 3%. This is added to allow for unusual weather, which may result in an increase in the average bill. The customer will receive a bill for their budgeted amount. The difference between their actual bill and their budget amount is added to the budgeted difference. For an example: A customer's budgeted bill is \$100 and their actual bill is only \$80, the budget difference is -\$20.

After six months, but no later than 12 months, RP&L recalculates, using the most recent 12 months and adjusts the budget amount. We then add any budget difference to this amount and get a total. This total amount is then divided by 12 and 3% is added to arrive at a new budget amount. The difference is then reapplied back into their total, which allows them to pay the difference over the next time period. If there is no budget difference then the payment remains the same. If there is a higher usage than the budgeted amount, the budget amount will increase.

A customer may request to be removed from budget billing, and at that time, their budget difference will be added back into the total amount due, payable upon the next due date.

When a severance process (disconnect for failure to pay) is generated for a customer's account, the customer is automatically removed from budget billing. Any budget difference will be then due at the time of disconnection.

A customer may choose to pay off their difference and stay on the budget. However, prior notification must be given to ensure proper application of their payment. Their budget is then figured on average bill only.

Disconnection of Service for Non Payment:

A disconnect notice for non payment is mailed to the customer when their debt is a minimum of 39 days old and their past due amount is greater than \$100. If the past due amount is not paid 18 days after the notice is mailed, service is disconnected. Disconnections are done Monday through Thursday during normal working hours and until noon on Fridays. Customers who receive Project Safe are under a moratorium from December 1st through March 15th preventing disconnection of service during these dates. After disconnection, the customer must pay the entire amount of the disconnect notice plus a reconnect fee (listed below) by 4:30 p.m. in order to restore their service on the same day. Fees will be charged per the Indiana Utility Regulatory Commission Approved Non-Recurring charges.

After disconnection, the customer may be subject to pay a deposit. If the customer has received at least two disconnection notices in the past 12 months, a deposit of 1/6 of the average yearly bill or an amount equal to two months usage will be required. This deposit can be written into a deposit agreement. The payments may be divided into one, two or three payments, with each payment being a minimum of \$30.00. The payment is included in the next monthly billing statement.

Non-payment orders will be run only in the a.m. if the temperature is going to reach at least 32 degrees during the day but will drop below 32 during the evening or any other time throughout the day.

Non-payment orders will be run all day if the temperature will be 32 degrees or above for at least a 24 hour period.

Non-payment orders will not be run at all if the temperature will not reach 32 degrees at all throughout the day.

Late Connect Charges:

A customer signing for new service or disconnection of service after 12 noon and wanting this service in the same day, will be charged a \$30 late connect/disconnect charge.

Returned Checks:

If a customer's check has been returned for non-sufficient funds, a Returned Check Disconnect Notice is sent and they are given 10 days to pick up their check. They must pay a returned check fee and the amount of the disconnect notice with cash, a money order, or a cashier's check.

Payment Arrangements:

Payment arrangements are made available to customers who are behind on their bills. The entire bill is divided into one, two or three payments, as specified by the customer, with minimum payments of \$30.00 on the payment agreement portion. Their next bill will be for their current charges plus the amount specified in their arrangement, with the same due date as normal. If their payment agreement is broken down to three payments, their next bill will be for 1/3 of the past due plus their current charges. The following 2 months they will be billed the same. Failure to make the agreed payments by the due date will result in disconnection of service without notification.

If a customer fails to pay their payment agreement by the date due, their agreement is broken. The payment arrangement amount is moved back to their regular electric service agreement, they are disconnected for non-payment of agreement and they will be required to pay the past due balance and reconnection fee.

If a customer has failed to make any type of payment in the past 75-89 days, they are asked for a payment of 30 percent of the past due balance. If no payment has been made in 90 days or more, a payment agreement will not be made.

Only the customers listed on the account are eligible to make payment arrangements or receive information concerning the account.

Estimated Billing:

RP&L may estimate a customer bill for reasons included but not limited to the following: A customer request to estimate a bill, inclement weather, labor or union disputes, inaccessibility of a customer's meter if RP&L has made a reasonable attempt to read it, other circumstances beyond the control of RP&L, its agents, and employees.

Engineering

Dusk to Dawn Lights And Repairs:

In order for a customer to obtain a Dusk to Dawn light they need to contact the Engineering Department for an application or ask for an application at our Customer Service office. If an RP&L pole is available, there is no installation fee. If a pole needs to be set, the following charges will apply:

Span(s) of secondary - \$82.64
Wood Pole - \$65.75 each
Guy - \$20.80 each

Two types of lights to residential customers are offered as listed below and will be charged appropriately on their monthly bill.

100-Watt Sodium
150-Watt Sodium

If RP&L receives complaints from adjacent residents concerning a light, we reserve the right to install a shield(s) as necessary to reduce the light being projected onto neighboring properties.

Commercial lighting is offered as listed below:

250-Watt sodium vapor flood
400-Watt sodium vapor flood
250-Watt sodium vapor
250-Watt metal halide flood
400-Watt metal halide flood

Refer to RP&L Rates and Charges for Outdoor Lights (OL).

Richmond Power and Light maintains DD lights in the city of Richmond. Customers calling in to report a light that needs maintenance should know the addresses that the light is close to, i.e., in front of, across from, or near to. It is very helpful if they have the pole's yellow and black numbers that are located near the bottom of the pole. Information concerning the side of the street on which the light is located and how many lights are out will also be helpful.

Reported DD lights will be repaired within three working days of the report. Underground repairs usually will be repaired within 10 working days. However, weather conditions and outage situations can delay repairs.

Street Lights Installation and Repairs:

In order for a customer to have a streetlight installed or removed, the following takes place:

The residents in the neighborhood (over 50%) will petition for change.

The petition has to be presented to their City Councilperson, who will pass the petition on to the Street Light Committee for review.

The Street Light Committee will ask RP&L to provide them with a design and an estimated cost for the change.

The Street Light Committee will review the information, and if approved, pass it on to the Board of Works and Safety for final review and approval.

Richmond Power and Light maintains streetlights in the city of Richmond. Customers calling in to report a light that needs maintenance should know the addresses that the light is close to, i.e. in front of, across from, or near to. It is very helpful if they have the pole's yellow and black numbers that are located near the bottom of the pole. Information concerning the side of the street on which the light is located and how many lights are out will also be helpful.

Reported streetlights will be repaired within five working days of the report.

Underground repairs usually will be repaired within 10 working days. However, weather conditions and outage situations can delay repairs.

Converting the supply conductor from overhead to underground, changing the supply voltage, relocating meter, or adding a significant amount of load:

If a customer inquires about getting existing service installed underground, there is a charge depending on factors including: the distance, increasing existing load by a significant amount, and the location. An engineer from Richmond Power and Light will prepare an estimate.

If a customer decides to make changes in the wiring, and lives in the City limits, a wiring permit needs to be obtained from the Department of Permits and Planning located in the Richmond Municipal Building at 50 North 5th Street. If the customer lives outside of the City limits, they will need to go to the Department of Planning and Zoning located in the Wayne County Administration Building.

Changing the electric supply to a building will more than likely involve changing the meter base. In changing the meter base; it is necessary for an engineer to locate the proposed location. The customer or their electrician will need to supply the meter base, and it must be a type approved by RP&L.

If a new service is needed the engineer will work closely with the customer's electrician (licensed in the City of Richmond). The customer's electrician will install the temporary

service and will coordinate with the Engineering Department for permanent service to be installed.

Point of Service:

The point of service is defined as the demarcation point between RP&L facilities and customer facilities. Depending on the classification of service, residential, commercial or large power, this point of demarcation can vary between the meter base, primary or secondary cabinet or primary disconnects at customer stations.

RP&L is adopting the policy of whenever a new, upgraded or reworked service is installed, the point of service will not be located inside the customer facilities. The point of service will be placed in a location accessible to RP&L employees without the need to enter a customer's premises.

RP&L and the customer will jointly determine the point of service according to RP&L policy and all applicable building codes.

Line Department

Meter Bases:

Meter bases are owned and maintained by property owner. Richmond Power and Light will, at no charge during normal working hours, remove seal and kill service as needed for maintenance, siding, or other problems. After normal working hours there will be a customer charge for services that includes labor and materials.

Tree Trimming:

Richmond Power and Light's responsibility is to trim trees that grow into primary lines. We do not trim trees that are in the secondary line. A secondary line is the line that goes from the pole to the house or business. If there is a tree in the secondary line, it is the responsibility of the home or business owner to remove the tree or limbs, either by hiring a tree contractor or by doing it themselves. If a customer does tree trimming that results in damage to RP&L property, RP&L will make the repairs and bill the customer for the costs.

If a tree needs to be trimmed in the secondary lines, RP&L will disconnect the service line for trimming or removal free of charge during normal working hours for the customer. The customer is required to call a minimum of 24 hours in advance. It is also required that the customer or tree contractor be at the location to let the service crew know approximately how long the work will take so that the crew can put their service back in a timely manner.

During storms it is the responsibility of Richmond Power and Light to clean limbs off the secondary and primary lines that have been broken off. We do not clean up any other storm damage, but we do clear off overhead lines to keep them from falling. Richmond Power and Light does not remove any storm debris. The City or Richmond Street Department will remove storm debris that has been placed at the resident's curb.

Underground Locates:

For underground locates, a customer is required to call the Indiana Underground Plant Protection Service at 811 or 800-382-5544. Locates cannot be called in to RP&L and only the person doing the excavating can call in a locate.

Repairs:

Richmond Power and Light does not repair services beyond the weather head. However, during storms, RP&L will do whatever it takes to restore power temporarily until an electrician, hired by the customer, can make the permanent repairs.

Banners

Richmond Power and Light will no longer hang banners on electric poles. No banners shall be hung by other parties without prior approval of the Board of Works and the RP&L Engineering department.

Meter Department

High Bill Complaints:

Our meter technicians will make every attempt to resolve high bill complaints. If no information can be found to explain the high usage the customer may want to have their meter checked. Richmond Power and Light offers one (1) meter testing per year free of charge. At that time, the Meter department will schedule a time to check the meter while in service. If the meter checks o.k, we will ask the customer's permission to enter their home and help them find any possible problem.

Electricity Theft:

Electricity theft is any attempt or action which prevents the meter from correctly registering the amount of electricity used by the customer. The specific objectives are to prevent customers from engaging in power theft, detect customers who are stealing power, recover revenues from customers caught stealing, file criminal charges against customers when warranted, and pursue customers for the amount of loss and other appropriate charges through civil courts when needed.

The utility recognizes that the theft of utility services is a crime punishable by law, a contributor to higher utility rates, and a dangerous practice that can result in property damage and/or loss of life.

The utility is committed to combating this problem using every available means and to recovering lost revenue when a theft is detected. Repeat offenders and others who blatantly engage in power theft will be referred to the utility attorney for civil action and/or to the prosecuting attorney for criminal prosecution.

The supervisor of the Meter department is responsible for the day-to-day enforcement of electricity theft or meter tampering.

One indication of power theft can be a broken meter seal or the meter inverted in the meter socket. These conditions will be reported to the Meter Supervisor immediately.

Meter department employees will conduct all investigations in a legal manner and the rights of the customer will be respected at all times.

The case will automatically be referred for criminal prosecution if the customer was previously caught stealing electricity or if the person is an employee of the utility. If the

customer refuses to reimburse the utility for the amount of loss, the case will be referred to the utility attorney for appropriate collection and/or legal action. The utility reserves the right to make decisions regarding referral for criminal prosecution and/or civil legal action on a case-by-case basis.

All meter seals are to be removed only by authorized Richmond Power and Light employees for the purpose of conducting official work for Richmond Power and Light. Electrical contractors are not authorized for any purpose to cut a meter base seal. If a contractor needs a meter base seal removed or if they need a watt-hour meter removed they can contact the Meter department and this service will be done free of charge during normal business hours. After hours the trouble person should be contacted and the contractor will be charged for this service.

Meter Tampering:

Meter tampering is any tampering which directly or indirectly results in, or could result in, the theft of electricity. This includes damage to the meter seal and/or locking device. If a meter technician finds a broken seal, which is considered meter tampering, the customer will be sent a warning letter. A repeat broken seal, a meter tampered with, a meter turned on illegally, and a meter that was shut off for non-payment and turned on illegally, will result in the customer being sent a tampering letter, charged for repairs needed, charged for all materials needed for the repairs and also charged for energy used.

Richmond Power and Light may disconnect service without prior notice if fraudulent or unauthorized use of electricity is detected, or if the utility's regulating or measuring equipment has been tampered with and the utility has reasonable grounds to believe the affected customer is responsible for such use.

Life Support:

The customer's doctor must notify Richmond Power and Light in a written document stating the patient's name, address, phone number, and type of medical equipment the patient is using. The doctor's name, address, and phone number should also be included. Our customers frequently use the following types of equipment:

Concentrators and Ventilators require electricity to operate and come with a battery back up. Both are considered electrical life support.

Apnea or breathing monitors require electricity to operate and come with a battery back up. They are considered life support.

Heart monitors, aerosol machines for asthma, and oxygen machines are all run by electricity and should be considered life support.

Liquid oxygen does NOT require electricity to operate. It is a self-contained unit and is not considered electrical life support.

A Lifeline Voice Communicator Unit should be considered life support.

Customers that reside in facilities such as a nursing home are automatically on life support and do not need to be added to the list.

The line department tags all poles of Life Support customers and the meter department tags all meters of Life Support customers.

Rate Analysis:

As a service to Richmond Power and Light customers, the Meter department will do rate analysis for customers who request it. Rate analysis may require an update to the metering package and counseling for the most efficient rate utilization. During counseling, process audits are recommended for education to help affect usage for rate impact. A customer may change rate schedules by sending their request by letter, fax, or e-mail.

Power Quality:

When a customer calls with a power quality issue, the dispatcher or technician obtains as much information as possible over the phone to guide where the investigation should start. If multiple customers are involved, or the distribution system is suspected, the line department is dispatched to check connections from the transformer to the meter base and/or the remainder of the distribution system. If the line department is unable to find the problem or the problem is localized to one customer, the meter department is dispatched to troubleshoot at the meter base. If the RP&L distribution system is not suspected, equipment is set inside the home or business. If faulty wiring or appliances are detected inside the home, the customer is made aware verbally and followed up with a written letter. RP&L is not responsible for damage to appliances or any household items unless it has been determined that RP&L has been at fault.