

## **ELECTRIC RULE 3**

### **ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT**

#### **A. ESTABLISHMENT OF CREDIT – ALL CLASSES OF SERVICE**

Before receiving utility service, each Applicant will be required to provide identification acceptable to the Utility and pay all prior delinquent City of Riverside Utility billings in full for which the Applicant is legally responsible. The Utility may require verification of date of tenancy.

Each Applicant will be required to establish credit by satisfying one or more of the following conditions:

1. By having been a Customer of record of the City of Riverside Utility for electric service for one year or more within the past two years and having maintained a record of paying utility bills before becoming delinquent in the same Customer name. Residential payment record will not qualify for non-Residential Service, and non-residential payment record will not qualify for Residential Service.
2. By providing good credit reference from another electric utility for electric service for one year or more within the past two years indicating the Applicant maintained a record of paying utility bills before becoming delinquent in the same Customer name. Credit references for Residential Service will not qualify for non-Residential Service, and non-residential will not qualify for Residential Service.
3. By making a monetary guarantee such as cash deposit to secure the payment of bills for all utility services as prescribed in Rule No. 4, DEPOSITS AND SERVICE TURN-ON CHARGE.

#### **B. RE-ESTABLISHMENT OF CREDIT – ALL CLASSES OF SERVICE**

A Customer who fails to pay Utility bills before they become delinquent as prescribed in Rule No. 5, RENDERING AND PAYMENT OF BILLS, and who further fails to pay such bills within 13 days after distribution or mailing of a discontinuance of service notice (Urgent Notice) for nonpayment of bills, may be required to pay said bills, as well as any other prior unpaid bills for this or any other address, and re-establish their credit by depositing an amount up to three times the estimated average monthly bill as prescribed in Rule No. 4, DEPOSITS AND SERVICE TURN-ON CHARGE. (Rule No. 3, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT, will apply regardless of whether or not service has been discontinued.)

**C. 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 bill mailed to the Person designated on the application to receive the bill.

Whether or not the Utility obtains a joint application for service, all adults who occupy the Premises and receive the benefit of service are responsible jointly and severally for the payment of the bills for utility services used, unless the Utility, in writing, acknowledges that one or more of the adult occupants is not responsible. Those receiving benefit of service at the Premises may include the Applicant, i.e. the Customer of record, and/or a number of other adults, such as in the case with multiple roommates. When the Applicant, i.e., the Customer of record vacates the Premises, the remaining adults, who benefited from the utility services, can be held liable for the utility billings incurred during the period they resided at the Premises. The Utility may deny or discontinue service for nonpayment of a delinquent bill when the Utility determines that the Applicant or one or more of the adults, or roommates continue to occupy the Premises.

In addition, the Utility may deny or discontinue service to an Applicant at a new address, if a delinquent utility billing remains unpaid from a prior service address, in which the Utility has determined that the Applicant was a roommate.

**D. LEAVE ON FOR OWNER CONTRACT (LOFO)**

An owner of a multiple unit building containing 4 units or more may apply for a Leave on for Owner Contract. The owner must have active service for the House Meter(s) at the Premises and an acceptable payment record.

As a tenant discontinues services, the meter(s) will be read and service will automatically be transferred to the owner's name. See section E for information regarding maintenance requests for residential properties.

It will be owner/manager's responsibility to direct tenants to apply for services. Service will be charged to the owner until requested off by the owner or a new tenant applies and establishes service. Disputes on billing dates will be resolved between owner/manager and tenant.

There will be no service turn-on charge when a separate field visit in addition to the move-out order is not required.

**E. MAINTENANCE REQUEST FOR VACANT RESIDENTIAL PROPERTIES**

Accounts for vacant residential properties shall be permitted to temporarily discontinue the sewer and/or refuse monthly service charges as allowed by

Riverside Municipal Code Chapter 6. These sewer and/or refuse fees will be reinstated if monthly kWh consumption exceeds those set by Public Works Department guidelines, subject to request for reinstatement by owner.

It will be the owner's responsibility to direct tenants to apply for services. The owner will be the Customer of record until owner requests termination of service or a new tenant applies and establishes service. Disputes on billing dates will be resolved between owner and tenant.