

**WINFIELD MUNICIPAL UTILITIES**  
**CUSTOMER RIGHTS AND REMEDIES**  
**TO AVOID DISCONNECTION**

*The following is a summary of your rights under the rules of the Iowa State Utilities Board to avoid disconnection of utility service.*

Disconnection for non-payment may occur only after we have sent a written notice of disconnection by regular mail postmarked at least 12 days before service is to be shut off. This notice must include the reasons for disconnection. We must try to contact you by phone or in person; a notice must be placed on the door of the home at least one day before service is disconnected.

Disconnection may not take place unless we are prepared to reconnect your service that same day if payment or other arrangements are made. Between November 1 and April 1, we cannot require you to pay a deposit before service is reconnected or as part of an agreement for service to be continued. Disconnection will be between 10 AM and 2 PM. You are advised that you may request a hearing on this matter to the City Clerk by noon on the day preceding the scheduled shut off date. This hearing request is only required on sewer, solid waste and water utility services. It is not required on gas utility service.

**Delinquent Bill** - If you are unable to pay a past due bill in full you will be given an opportunity to enter into a payment agreement to avoid disconnection of service. The agreement will be negotiated to meet your individual needs and you may spread payments for the past due bill over 12 months. You must agree to pay each new monthly bill as it comes due. If we refuse an agreement, you will be told in writing why we refused and you may continue to pay under your proposed agreement without disconnection of service if you ask the Board (within 10 days after receiving the written refusal) for assistance in working out an agreement with us. The Division of Community Action of the Department of Human Services, Lucas State Office Building, Des Moines, IA 50319, (515) 281-5979. If you break the payment agreement, we are not required to offer you a second payment agreement and may disconnect service on one day's notice.

**Health** – Disconnection for nonpayment will be delayed 30 days if a physician or public health official determines that a permanent resident in your house has a serious health problem and will be endangered if service is shut off. At your request, a letter must follow a telephone call from the physician or public health official to our office within five (5) days. During the 30-day delay, you must work out a payment agreement. If the physician or health official states that the health problem still exists at the end of the initial 30 days, you must receive an additional 30 day delay.

**Military Deployment** – If one of the heads of household is a service member deployed for military service, utility service cannot be shut off during the deployment or within 90 days after the end of deployment. For this exception to disconnection to apply, the utility

must be informed of the deployment prior to disconnection. However, you will still owe the utility for service used during this time.

**Disputed Bill** – If you disagree with the accuracy of your bill, you may pay the undisputed portion and notify our office of the disagreement. Disconnection will be delayed for up to 45 days from the date the bill was mailed so that the disagreement may be settled. If you file a written complaint with the board (address and telephone number listed previously), disconnection may be further postponed, should the board request the extension.

**Winter Energy Assistance** – November 1 thru April 1 – You may be eligible for low-income energy assistance or weatherization funds. If you tell us that you may qualify for energy assistance, you will be given twelve (12) days from the date on which the disconnection notice was mailed to apply to the local community action agency. You must apply prior to the disconnection date. If the Community Action Agency certifies you as being eligible for either low-income energy assistance or weatherization assistance within 30 days from the date of your application, then your service cannot be disconnected between November 1 and April 1.

It is unlikely, however, that energy assistance funds will pay all of your utility bills. It is to your advantage to make a payment arrangement right away to avoid disconnection of your service after April 1.

If you have been certified as eligible for assistance and you receive a disconnect notice from us, it is up to you to ensure that we are notified of your eligibility. Your certification will cover the current November 1 thru April 1 period only. For information on how to apply for assistance and qualifications, contact our business office at 319-257-6661 (115 South Locust Street, Winfield, IA 52659) the Division on Community Action Agencies of the Department of Human Services, Lucas State Office Building, Des Moines, IA 50319 (800-532-1584) or the (Henry County) Tolson Community Action (Energy Program), 1303 W. Washington, Mt. Pleasant, IA 52641, 319-385-2310.

For assistance in resolving a complaint against Winfield Municipal Utilities, please contact Angie Oepping or Lisa Rees at 319-257-6661. If your complaint is related to service disconnection, safety or renewable energy assistance and Winfield Municipal Utilities does not resolve your complaint, you may contact the Iowa Utilities Board toll-free at 1-877-565-4450. You may also write the Iowa Utilities Board at 350 Maple Street, Des Moines, IA 50319-0069, or by e-mail at [iubcustomer@iub.state.ia.us](mailto:iubcustomer@iub.state.ia.us). Low-income customers may also be eligible for free legal assistance from Iowa Legal Aid, and may contact Legal Aid at 1-800-532-1275.