

# IOWA UTILITIES BOARD DOCKET NOI-2014-0003

FILED WITH  
Executive Secretary

May 16, 2014

IOWA UTILITIES BOARD

**Background:** On March 20, 2014, the Iowa Utilities Board issued an order (NOI-2014-0003) initiating an inquiry for the purpose of collecting information from utilities regarding bill payment agreements entered into with residential customers during and after the Winter Moratorium period, specifically the time period between November 1, 2013 and May 1, 2014. The IUB, OCA, LIHEAP, Community Action Agencies and some state legislators have expressed mounting concerns about the problem of high winter heating bills and the record number of customers who will be disconnected on April 1 and who will owe exorbitant amounts of money.

The purpose of the NOI is to 1) serve as a reminder of the IUB rules regarding payment agreements for residential customers and 2) to collect data to provide a better understanding of the ability of the IUB rules to address the issues raised by the extreme winter weather.

**Please complete:**

- 1) This Cover Page
- 2) Page 1: Customer agreement details
- 3) Page 2: Refused payment agreement details
- 4) Page 3: Agreements not in compliance with the Board's rules details
- 5) Provide a sample copy of the payment agreement provided by the utility to residential customers.
- 6) Provide a sample copy of a bill that shows how the amount owed by the customer pursuant to the payment agreement is displayed on the bill.

Name of Utility: Woodbine Municipal Light & Power

Contact Person: Theresa Corrin

Mailing Address: 517 Walker Street

City, State, ZIP: Woodbine, IA 51579

Telephone: (712) 647-2340 Email: [tcorrin@woodbineia.org](mailto:tcorrin@woodbineia.org)

The inquiry manager for the docket is Jane Whetstone.

If you have questions about the information requested by the Board, you may contact Ms. Whetstone by telephone at 515-725-7358, or by email at [Jane.Whetstone@iub.iowa.gov](mailto:Jane.Whetstone@iub.iowa.gov).

**Utilities shall file the requested information after May 1, 2014 but on or before June 1, 2014.**

## Customer Agreement Details

Provide the number of payment agreements entered into with residential customers during the period from November 1, 2013, through May 1, 2014:

**For each payment agreement entered into with residential customers during the period from November 1, 2013 through May 1, 2014, provide the**

- a) The amount of the debt owed at the time the customer enters into the payment agreement;
- b) The length of the agreement;
- c) The number of payments made by the customer;
- d) The amount of debt still owing as of May 1, 2014; and
- e) Whether the customer was eligible for LIHEAP assistance and whether the customer actually received that assistance.

**Also provide copies of the following:**

- A sample copy of the payment agreement provided by the utility to residential customers.
- A sample copy of a bill that shows how the amount owed by the customer pursuant to the payment agreement is displayed on the bill.

Entry Number	a) Debt owed when agreement entered	b) Length of agreement	c) Number of payments made to date	d) Amount of debt still owed	e1) Is customer eligible for LIHEAP assistance?	e2) Did customer receive LIHEAP assistance?
1	\$191.35	1 MONTH	1	\$0.00	YES	YES
2	\$1,238.25	12 MONTHS	1	\$1,154.49	NO	NO
3	\$976.69	12 MONTHS	1	\$895.83	YES	YES
4	\$123.98	???????	1	\$156.23	NO	NO
5	\$759.93	12 MONTHS	1	\$700.11	NO	NO
6	\$766.04	12 MONTHS	2	\$0.00	NO	NO
7	\$969.86	12 MONTHS	1	\$755.72	NO	NO
8	\$732.95	30 MONTHS	1	\$718.15	NO	NO
9	\$194.31	6 MONTHS	1	\$125.43	NO	NO
10	\$485.83	?????????	2	\$499.92	NO	NO
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# Reasonable Payment Agreement

**CUSTOMER #1**

**07/15/2015**

Delinquency Date

I hereby offer and agree to pay my past due bill(s) in installments of **\$12.00**  
(PLUS MY CURRENT BILL) to be paid on the **15<sup>TH</sup>** day of each month beginning on  
**APRIL 15, 2014**, toward my past due amount of **\$191.35**.

I further agree to pay all future bills on or before the date of delinquency in the manner checked below:

- I choose to pay all future bills as they come due.
- I choose to pay future bills in equal monthly amounts pursuant to a level payment plan. The monthly amounts due under this option are as follows:

Level Payment Amount (from plan agreement)	\$
Installment Amount (from paragraph 1)	\$ _____
Total Monthly Payment	\$

I understand that failure to pay the agreed amounts on or before the date of delinquency may result in disconnection as early as two days after default and that service will not be reconnected until all amounts due and owed to the utility, including a reconnection fee, are paid in full.

## NOTICE

If you are not satisfied with the terms and conditions for paying past due bills, do not sign this agreement. You may protest the utility's refusal of your payment offer by paying the offered amount and filing a written complaint with the Iowa Utilities Board. For more information call the Iowa Utilities Board at (515) 281-5979.

If you sign this agreement, you agree that you owe the amounts shown herein and you agree to make payments on specified dates.

\_\_\_\_\_  
Customer's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Utility Representative

\_\_\_\_\_  
Date

ACCOUNT NUMBER: [REDACTED]  
NAME: [REDACTED]  
SERVICE ADDRESS: [REDACTED]

DATE: 5/15/2014  
TIME: 3:05 PM

ARNG DATE	ARNG AMOUNT	STATUS	BILL AMOUNT	PAYMENT AMOUNT	PAYMENT DATE	ARNG BALANCE	NOTE
05/15/2014	90.00	Active	295.29	0.00		385.29	PLUS CURRENT CHARGES

\*\*\* ARRANGEMENT TOTALS \*\*\*

ACTIVE ARRANGEMENTS: 1  
AMOUNT DUE ON ARRANGEMENTS: 385.29

Signature \_\_\_\_\_

Date \_\_\_\_\_