



Code of Ordinances
CITY OF AUBURN





Auburn Essential
Services Billing
Procedures

CHAPTER
58

AUBURN



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58.01 RESIDENTIAL APPLICATION FOR SERVICE

Auburn Essential Services (AES) shall establish internal policies in an effort to mitigate bad debt and prevent risk of loss for failure to pay accounts.

A credit check shall be required for new residential accounts. A credit check shall be conducted by reviewing the delinquency history of their municipal utilities account. Those individuals without a municipal account history would be required to submit a credit report. A credit check shall determine the prepayment requirement for a new customer. Prepayment would be required as follows:

A. No Prepayment Required

1. Those individuals with a history of no late payments in the last twelve (12) billing cycles of their municipal utilities account would be considered in “good standing” and would not require advance payment.
2. Those individuals without a municipal account history would be required to submit a credit report. Those individuals with a score of 600 or higher would be considered in “good standing” and would not require advance payment.

B. One (1) Month Prepayment Required

1. Those individuals with a history of 1-5 late payments in the last 12 billing cycles of their municipal utilities account would be required to pay in advance the value of their estimated first bill, including any taxes, fees and one (1) time charges.
2. Those individuals without a municipal account history would be required to submit a credit report. Those individuals with a score of 500 to 599 would be required to pay in advance the value of their estimated first bill, including any taxes, fees and one time charges.

C. Three (3) Months Prepayment Required

1. Those individuals with a history of six (6) or more late payments in the last twelve (12) billing cycles of their municipal utilities account would be required to pay in advance the value of their estimated first bill plus two (2) additional billing cycles, including any taxes, fees and one time charges.
2. Those individuals without a municipal account history would be required to submit a credit report. Those individuals with a score below 500 would be required to pay in advance the value of their estimated first bill plus two (2) additional billing cycles, including any taxes, fees and one time charges.

58.02 NON-PAYMENT DISCONNECT

Auburn Essential Services will issue billing in coordination with the City of Auburn Utility Billing Office.

A. Payment Due Date

1. Payment for billed services shall be due and owed to the City of
2. Auburn, Indiana within nineteen (19) days of the issuance of said invoice (if the 19th day falls on a day in which the billing office is closed, the invoice will be due the next business day).

B. Late Payment Penalty

1. A ten (10%) percent penalty shall be applied one (1) day after due date for an invoice that remains unpaid.
2. Customers shall be eligible for one (1) penalty waiver every thirty-six (36) months of service.

C. Customers that experience service payment hardship after falling victim to a crime, serious illness or accident, or natural disaster can request special payment arrangements with the AES Billing



Office. Upon the definition of payment terms, the customer may be exempt from penalty during the life of said terms.

D. Notice of Late Payment / Disconnect

1. AES, by and in coordination with the City of Auburn Municipal Utility Office, shall issue a Late Payment / Disconnect Notice two (2) days after due date for an invoice that remains unpaid.

E. Service Disconnect

1. The customer shall have fourteen (14) days after original due date to make said account current, and if the customer fails to make the account current, the services shall be disconnected.
2. A disconnect fee of \$35 shall be charged at the time of disconnect.
3. Customers shall be eligible for one (1) disconnect fee waiver every thirty-six (36) months of service.

58.03 CUSTOMER INFORMATION

AES customers shall provide their full name, current address, phone number, date of birth, driver's license number, and social security number upon registering for services. Said information shall be kept confidential and only be used in the regular course of AES business services. Applicants that do not own the home or building that is to receive service must acquire approval from the landlord before AES will perform installation.

58.04 MULTIPLE CANCELLATIONS OF SERVICE

For any customer who has previously cancelled Auburn Essential Services (AES) with less than 24 months of service provided, and thereafter requests to reconnect, AES will charge up to a \$600.00 early cancellation fee for any future cancellation that takes place within two (2) years of the most recent reconnection. However, each month that the reconnected customer remains connected to AES, this cancellation fee shall be reduced at the rate of \$25.00 per month for each month the customer remains connected. After 24 months, the cancellation fee will not apply.

At the time of the reconnection, AES must advise the customer of the possible cancellation fee. The cancellation charges shall be required for the purpose of recovering the cost of installation, materials, equipment, and other dedicated investments made for the benefit of the customer. This cancellation charge shall not apply to individuals who move out of the AES service area.