

INDUSTRY PUBLIC UTILITY COMMISSION (IPUC)

Offices:

15625 East Stafford Street #100
City of Industry, CA 91744

24 Hour Customer Service: 1-877-811-8700

Mail Payments to:

380 N. San Jacinto Street, Suite 202
Hemet, CA 92543-3112

Fax: 1-877-349-3870

PAYING YOUR BILL

Bills can be paid by mail only. If you need to make a payment arrangement or need information on agencies to assist you in bill payment, please call our 24-Hour Customer Service number.

PAST DUE BILLS

Monthly bills for electric service are due and payable upon presentation and will be considered past due if payment is not received by the City by the due date on the bill. The due date is fifteen (15) days after the bill is mailed to the customer. Deposits are billed on the electric bill and are due as indicated on that billing along with the regular billed amount. If the past due amount is not paid, service may be terminated for nonpayment in accordance with Rule 11. A Field Assignment Charge may appear on your next bill if IPUC visits your premises because of non-payment. If a Termination Service Order is processed for your account due to nonpayment, payment of the balance in full plus a reconnection charge and deposit may be required prior to restoration of service. Unpaid closing bills may be reported or forwarded to a credit reporting agency. Past due bills are subject to the following notices:

1. 5-DAY NOTICE

When a bill for service or credit deposit request has become past due, IPUC will mail the customer a notice that service may be terminated for nonpayment in 15 calendar days.

2. 24-HOUR and 48-HOUR NOTICE

When the past due balance on a 15-day notice is unpaid, IPUC will give notice of termination for nonpayment by mail at least 48 hours prior to terminating service. If the past due balance still remains unpaid, IPUC will make a reasonable attempt to contact an adult residing at the customer's residence either by telephone or in person at least 24 hours prior to terminating service.

3. NOTICE OF TERMINATION OF SERVICE FOR NONPAYMENT OF AMORTIZATION AGREEMENT

When IPUC and the customer enter into an Amortization Agreement and the customer does not keep the agreement, IPUC will give the customer at least 48-hour notice by telephone or in person or by mail or in writing, prior to terminating service for nonpayment.

DISPUTED BILLS

This bill is now due and payable. "Should you question this bill, please request an explanation from IPUC. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to the Industry Public Utility Commission Board of Commissioners. To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to IPUC Board of Commissioners. If you are unable to pay the amount in dispute, you must inform the Board of your inability to pay. Your service will remain on until the IPUC Board of Commissioners completes its review. The Board will review the basis of the billed amount, communicate the results of its review to the parties and make disbursement of the deposit. The Board will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matter includes the quality of a utility's service, general level of rates, pending rate changes, and sources of fuel and power.

RULES AND RATES

Copies of the rules and rates for IPUC are available at City Hall or by mail upon request to the 24-Hour Customer Service Center.