

CITY OF WELLINGTON

UTILITY SERVICES GENERAL INFORMATION

The City of Wellington provides the following utility services:
Electric, Water, Waste water (sewer), and Trash Collection

Setting New Services. To set new services for a property the following is required from the customer:

- A current photo identification.
- Social Security number (Social Security card or a legal document showing SSN).
- Proof of ownership or occupancy for the property in the name of the customer.
If the property was purchased by the customer, written verification of purchase showing buyer, seller, and address. (A copy of the summary page of the closing documents would provide the necessary information.)
If the customer is renting/leasing the property, a Notice of Occupancy form signed by the property owner is required. (The form may be submitted to the Utility office by the property owner.)
- Utility deposit. A deposit of \$100.00 is required for electric service and a deposit of \$50.00 for water services. If the customer had a previous account with a past due amount sent to a collection agency, an additional deposit amount may be required.
- Service connect fee. A non-refundable connect fee of \$10.00 for electric and \$10.00 for water plus applicable tax. The customer may pay when setting new services or may choose to have it billed on the first utility billing statement.

Upon providing the required documentation, the customer is required to sign a Utility Service Contract. The Service Contract contains the Connection Policy including the following information:

- **All bills for utility service are due and payable on the first day after the billing date shown on the bill.** If not paid on or before the date stated on the bill, the bill will become delinquent for all customers the 20th day after the date of the bill. The Utility Office is directed to send notices to all customers who have not then paid the preceding month's utility bill, or bills, notifying such customers of the total amount of utility bills then owed, advising them that if such are not paid in full within (7) days of date of such notice that such utility service will be discontinued. Any customer receiving such notice concerning said unpaid utility bill/s shall have the right to appear and be heard concerning the same prior to the expiration of the (7) days by contacting the City Utility Office in the City Building. If the total amount due for such utilities and service is not paid on or before the deadline established, the billings determined to be proper according to the ordinances of the City of Wellington, and the records show that the customer has had due notice of such billings and of his/her right to be heard concerning the same, then the Utility Office shall cause such services to be discontinued.
- A service charge for utilities disconnected due to delinquency shall be as follows:
Electric - \$20.00, Water - \$15.00 NO UTILITIES DISCONNECTED FOR THIS REASON WILL BE RECONNECTED ON SATURDAYS, SUNDAY, HOLIDAYS OR AFTER NORMAL WORKING HOURS.
- There shall be a SERVICE CONNECT FEE OF \$10.00 FOR WATER AND \$10.00 FOR ELECTRIC. The SERVICE CONNECT FEE is non-refundable.
- **All outstanding utility bills must be paid in full prior to transfer of service from one address to another.**
- The City Utility Office shall require a cash deposit of no less than \$50.00 for water service and no less than \$100.00 for electric service. Failure to comply with the deposit requirement shall be cause for immediate discontinuance of service. The deposit shall be refundable following demonstration of satisfactory payment record for an ensuing 12 month continuous period for residential accounts and 24 months for all other accounts. Interest will be credited to each account on the January 15th and February 1st billing of each year at the rate set by Kansas Corporation Commission.
- Other charges such as trash collection, sewer service, or any other applicable charges are declared to be an inseparable part of the total utility bill, and subject to the foregoing collection rules and regulations.

At the time of setting services, the customer may also complete a Release of Customer Information Authorization Form should the customer wish to provide authorization to the City to release account information to another party and for the party to make changes to the account. The Authorization Form may be completed by the account holder (customer) at any time in the future.

Service Activation

When a service request is made and completed prior to 4:30 p.m., providing there are no problems with the electrical service at the property, services can generally be set the same day of request.

Billing Statement

The billing statement provides a variety of information including service dates, readings, usage, current balance, amount due, and bill date. Charges are listed as Water, Electric Service Cost, Energy Cost, Sewer, Trash, State Water Plan, and Sales Tax. An explanation of the two charges relating to electricity is below as well as an explanation of the sewer charge calculation.

Electric Service Cost

There are two parts to the Electric Service Cost. The first is a meter or customer charge. The meter charge is determined by the customer service type and the service phase type. The second part is related to the amount of kilowatt usage. A set rate is multiplied by the kilowatt hours used. The rate is set by ordinance and is determined by the customer service type and whether City or Rural.

Example:

Your billing indicates 1,000 usage for electricity. Your Electric Service Cost is 1,000 multiplied by the current rate plus a \$17.75 meter charge for a City Residential-Single Phase customer. i.e.-if current rate \$.06, the total Electric Service Cost would be \$77.75. The Electric Service Cost is set at a level high enough to fully recover our cost of operating and maintaining the electric utility. Operating cost includes salaries, line material/supplies, motor fuel cost, capital outlay and debt service payments.

Energy Cost

To recover all costs of purchasing power, as well as the transmission cost for that power, the City of Wellington charges each customer a monthly Energy Cost. This charge also recovers the cost of fuel when the city uses its own generation. This charge varies from month to month as energy and fuel prices fluctuate with seasonal supply and demand.

The calculation of the Energy Cost is based on the previous three months cost or purchased energy divided by the previous three months kilowatt hour consumed and then a factor of 1.15 is applied to compensate for transmission, distribution line losses and interdepartmental usage. . i.e.: the total cost of energy and fuel for January through March divided by the total kilowatt of energy purchased and generated for January through March multiplied by 1.15. This is what is called a "Three Month Rolling Average". The three month rolling average is used to protect our customers from spikes in cost through the higher demand months of June through September. The desired result is a more constant charge through the year.

Example:

The previous three months kilowatt hour consumed: 23,686,995 kWh. The previous three months cost of purchased energy and fuel: \$1,301,155. \$1,301,155 divided by 23,686,995 = \$.05493 multiplied by 1.15 = \$.06317

If a customer has a usage of 1,000 kilowatt his/her Energy Cost would be 1,000 multiplied by \$.05493 resulting in an Energy Cost of \$63.17

Sewer Charge

The monthly sewer use charge is calculated based on an average of monthly water usage by the customer for the months of December, January and February. The average is calculated and effective with the utility billings beginning the following March 15. The winter months are used to set an average in order to avoid the summer high usage months in fairness to the customer. A new average is determined annually. For new accounts the average of monthly water usage is set at 3,000 gallons until an average can be determined based on the designated winter months. Prior to a new average being set, the default average of 3,000 gallons may be reviewed for consideration of adjustment upon request of the customer after 3 full month of usage.

Rates

Rates for all services are set by City Ordinance and are available in the City Clerk's Office and/or Utility Billing Office.

Payment Options & Information

PAY ONLINE*

Go to the City of Wellington website at www.cityofwellington.net Click the Utilities pay your bill online button. The first time you will register; after that, payments are an easy 3-step process.

PAY BY SMART PHONE OR TABLET*

Download "PSN Payments" from the App Store® or Google Play™.

TIP: Go online before using the app to create your payer profile.

PAY BY PHONE*

Call toll-free **877-885-7968**. Make sure to have your bill handy to provide your customer account number.

By paying online, mobile or calling via PSN:

- *A third-party convenience fee of \$1.00 is charged for checking/savings payments; 2.75% (+50¢ if payment is less than \$100) is applied to credit/debit card payments.
- You can pay immediately, schedule a payment or set up Auto-Pay for the amount of your bill.
- You can print receipts, view past payments, see status of payments, stop Auto-Pay (online only)

PAY BY MAIL OR IN PERSON

- Please return the stub from the top of the bill with your payment.
- In person at City Administration Building, 317 S. Washington. Office hours 8:00 a.m. to 5:00 p.m., Monday through Friday (except holidays)
- Mail payment to: City of Wellington Utilities, 317 S. Washington, Wellington, Ks. 67152. Allow enough time for the payment to be received by the due date.
- Drop-box located at drive-up window south side of City Administration Building. (Payment is due by 5:00 p.m. on the due date. A late fee is applied to payments dropped after 5:00 p.m.)

PAY BY DIRECT DEBIT (ACH) PAYMENT

- Complete and submit a Debit Authorization Agreement to allow your utility bill payment to be deducted from your checking or savings account on the due date. The ACH form is available on the website.

PAYMENT PLANS/ASSISTANCE INFORMATION

- Average Monthly Payment Plan (AMP) – The City offers the AMP Plan which spreads the customer's total annual utility cost over 12 monthly average payments. The plan is available to residential and commercial customers who meet the qualifications. More information is available online or from the Utility Billing Office.
- Low Income Energy Assistance Program (LIEAP) – LIEAP is a Federally funded program through the Kansas Department for Children and Families that helps eligible households pay a portion of their home energy costs by providing a one-time per year benefit. A link to the State's webpage is available on the City's website.

**** E-BILLING OPTION ****

- Customers may choose to receive the monthly statement via electronic mail. A customer wishing to utilize E-Billing should send a request to the Utility Department from the email address where they wish the statement to be sent. The physical address or utility account number should be included in the email request. Send the request to utilityoffice@cityofwellington.net

**FOR ANY OTHER QUESTIONS REGARDING UTILITY SERVICES AND/OR BILLING
CONTACT THE UTILITY BILLING OFFICE.**

Phone 620-326-2821 Fax 620-326-8506 Email: utilityoffice@cityofwellington.net