


RESOLUTION 75-44

WHEREAS, it is the public policy of the City of Bloomington, Indiana to ensure fair and decent treatment of all consumers served by the City of Bloomington Water and Sewer Utilities,

NOW, THEREFORE, BE IT RESOLVED BY THE COMMON COUNCIL OF THE CITY OF BLOOMINGTON, INDIANA THAT: the Common Council urges the Utilities Service Board to enact rules and regulations for customer relations that reflect provisions of the Utility Consumer Bill of Rights. Specifically, the Council urges the Utilities Service Board to consider the following points from the Utility Consumer Bill of Rights:

1. Customers should be allowed several alternative methods for the establishment of credit in lieu of a deposit.
2. Six percent interest should be paid on all deposits that are collected. Accumulated interest and the full deposit should be returned to the depositor after one year of proper payment of all bills.
3. Provisions should be established for installment payment of bills.
4. Consumers should be given thirty days in which to pay their bills.
5. Appeal procedures should be established for disputes concerning the amount of payment due and any other conflicts regarding bills and disconnections.
6. Copies of rate schedules and pamphlets describing rights and responsibilities should be provided to all customers.

PASSED and ADOPTED this 18 day of December, 1975, by the Common Council of the City of Bloomington, Monroe County, Indiana.

  
\_\_\_\_\_  
Brian C. De St. Croix, President  
Bloomington Common Council

Passed this 23 day of December, 1975, by the Mayor.

  
\_\_\_\_\_  
Francis X. McCloskey, Mayor  
City of Bloomington

COMMITTEE REPORT SHEET

\* Committee report + Other Committees considering

- Appropriations
- Community Resources
- Economic Development and Employment
- Planning/Community Development
- Public Safety/Policy & Legislative Oversight
- Utilities/Public Facilities

ORDINANCE # \_\_\_\_\_ RESOLUTION # 75-44

SUBJECT MATTER CONSUMER BILL OF RIGHTS

PERSON/DEPARTMENT ORIGINATING CITIZENS ENERGY COALITION OF Bloomington

DATE OF COMMITTEE MEETING DEC. 11, 1975

1st Reading  2nd Reading  
 RECOMMENDATION:  DO PASS  NO RECOMMENDATION AT THIS TIME  
 TENTATIVE DO PASS; SUBJECT TO CONDITIONS

MINORITY REPORT \_\_\_\_\_

COMMITTEE DISCUSSION:

DO PASS

SIGNATURES OF COMMITTEE MEMBERS

\_\_\_\_\_ *H. P. Harris* Chairperson  
 \_\_\_\_\_ *Charlotte T. Zickler*  
 \_\_\_\_\_ *Jack Morris*

CITY OF BLOOMINGTON

Interdepartmental Memo

*Resolution 75-44*

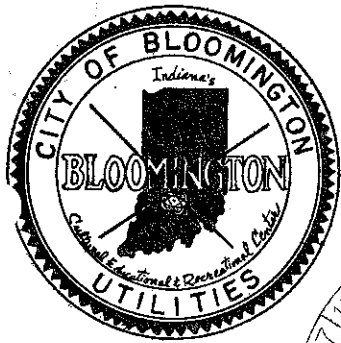
TO: Common Council SUBJ: Consumer Bill of Rights

FROM: Council Office DATE: 1 December 1975

This Resolution was initiated by the Citizen Energy Coalition of Indiana, Bloomington Chapter.

It was drawn up by Paul Zisla (337-3555, or 339-6726), and submitted to the Utilities/Public Facilities Committee.

It is based upon a pamphlet entitled "Consumer Bill of Rights".



*Resolution 75-44*

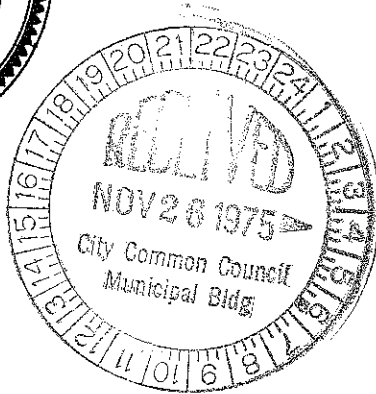
# CITY OF BLOOMINGTON UTILITIES

P. O. BOX 1216

BLOOMINGTON, INDIANA 47401

TELEPHONE AC 812 339-2261

November 25, 1975



Common Council  
Common Council Office  
P.O. Box 100  
Bloomington, Indiana 47401

Dear Common Council Members:

Re: Consumer Bill of Rights (USB)

The General Rules and Regulations applicable to service rendered by the utilities are currently being modernized. The revised Rules and Regulations are intended to be fair and equitable and consistent with the goals of what is commonly called the "Utility Consumers Bill of Rights".

Therefore, we welcome the Council's interest, concern and support on this matter.

Sincerely,

ON BEHALF OF THE UTILITIES SERVICE BOARD

*Gary R. Kent*

Gary R. Kent  
Director of Utilities

GRK/sew

cc: Utilities Service Board  
George Phipps, Utilities Business Manager