

Part 280 Implementation Checklist  
Mt. Carmel Public Utility Co.  
(618) 262-5151

Task	<a href="#">Revised Order 280</a>	Previous Order 280 Reference	Due Date	Completion Date
<b>A – Application</b>				
<b>B-280.30 Applicant</b>				
Gaps:				
280.30b	Information Requirements	N/A	February 2015	2/16/2015
280.30d4	Service location and contact information required	N/A	February 2015	2/16/2015
280.30f3	Past due debts	280.50b	February 2015	2/16/2015
280.30f4	Past due debts	N/A	February 2015	2/16/2015
280.30f6	Payment plan for past due debts	N/A	February 2015	2/16/2015
280.30g	Disputed Past Due Debts	N/A	February 2015	2/16/2015
280.30i	Timeline for Application Processing	N/A	February 2015	2/16/2015
280.30j3	Timeline for Application Processing	N/A	February 2015	2/16/2015
280.30j4	Timeline for Application Processing	N/A	February 2015	2/16/2015
280.30j5	Exception for lack of access		February 2015	2/16/2015
280.30j8	Timeline for Application Processing	N/A	February 2015	2/16/2015
280.30k	Data Collection and Maintenance Requirements	N/A	February 2015	2/16/2015
<b>B-280.35 Revert to Landlord/Property Manager Agreements</b>				
Gaps:				
280.35a	Rights and duties of a utility and landlord/property manager	N/A	December 2015	11/2015
280.35b	Prearrangement to be in Writing	N/A	May 2016	4/14/2016
280.35c	Service responsibility	N/A	September 2015	9/10/2015
280.35f	Itemization of Transfer Balances	N/A	December 2015	11/2015
<b>C-280.40 Deposits</b>				
Gaps:				
280.40b2	Initial deposit	N/A	May 2015	4/9/2015
280.40d	Applicant Deposits	N/A	May 2015	4/9/2015
280.40h	Refund conditions for Deposits	280..70d	May 2015	4/9/2015
280.40h2	Refund conditions for Deposits	280..70d	May 2015	4/9/2015
280.40i1	Issuance of Deposit refund	280..70d	May 2015	4/9/2015
280.40i2	Issuance of Deposit refund	280..70d	May 2015	4/9/2015
280.40i3	Issuance of Deposit refund	280..70d	May 2015	4/9/2015
Gaps: Bill print requirements				
280.40d #4	Non-residential applicant	N/A	December 2015	12/2015

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280.40e1	Current customer deposit	N/A	December 2015	12/2015
280.40f	Deposit Payment requirements	280.70c	December 2015	11/2015
280.40g2	Deposit detail on the bill	N/A	December 2015	11/2015
280.40j2	Deposit detail on the bill	N/A	December 2015	11/2015
<b>C-280.45 Deposits for Low Income Customers</b>			November 2014	November 2014
Gaps:				
280.45a	Deposit requirements	N/A	March 2015	4/9/2015
280.45b	Exceptions	N/A	March 2015	4/9/2015
280.45c	Deposit refunds	N/A	March 2015	4/9/2015
<b>D-280.50 Billing</b>			November 2014	November 2014
Gaps:				
280.50b	Billing Cycle	N/A	April 2015	4/22/2015
Gaps: Billing print & electronic mailing & third party mailing requirements			December 2015	November 2015
280.50c1	Bill Content	N/A	December 2015	11/2015
280.50c2	Contact information on the bill	N/A	December 2015	11/2015
280.50c3	Meter and rate classification information	N/A	December 2015	11/2015
280.50c5	Itemization of billing amounts	N/A	December 2015	11/2015
280.50d2	Bill mailing requirements	N/A	December 2015	11/2015
280.50d3	Electronic delivery of bill	N/A	December 2015	11/2015
280.50f	Bill Transfers	N/A	December 2015	11/2015
<b>E-280.60 Payment</b>			November 2014	November 2014
Gaps:				
280.60c1	Late Payment	280.90a	June 2015	4/22/2015
280.60c2	The date of payment receipt	280.90a	June 2015	7/15/2015
Gaps: Bill print & calculation coding requirements				
280.60b2	Bill print to include payment methods	N/A	December 2015	11/2015
280.60d2	Late fee calculations	N/A	December 2015	11/2015
<b>E-280.65 Late Payment Fee Waiver for Low Income Customers</b>			November 2014	November 2014
Gaps: 280.65b	New Qualification	N/A	March 2015	2/19/2015
Gaps: Coding for Low Income requirements				
280.65a	Waiver	N/A	December 2015	11/2015
280.65c	Expiration of Qualification	N/A	December 2015	11/2015

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<b>E-280.70 Preferred Payment Date</b>			November 2014	November 2014
Gaps: 280.70b	Notification of plan availability	280.90j	February 2015	2/27/2015
<b>E-280.80 Budget Payment Plan</b>			November 2014	November 2014
Gaps:				
280.80c	Plan eligibility	280.120	February 2015	2/27/2015
280.80g1	Periodic Adjustments	280.120	February 2015	2/27/2015
280.80g2	Periodic Adjustments	280.120	February 2015	2/27/2015
280.80h	Plan reconciliation	N/A	February 2015	2/27/2015
280.80j	Transfer of Service	N/A	February 2015	2/27/2015
280.80k2	Budget Payment Plan cancelation	N/A	February 2015	2/27/2015
<b>F-280.90 Estimated Bills</b>			November 2014	November 2014
Gaps:				
280.90b3	Record retention & customer notification	N/A	July 2015	7/29/2015
280.90c2	Actual reading requirements	280.80a	July 2015	7/29/2015
280.90d3	Estimated Bill Formula	N/A	May 2016	4/14/2016
Gaps: Bill print requirements				
280.90f2	Information to be included on the bill	N/A	December 2015	11/2015
280.90f3	Information to be included on the bill	N/A	December 2015	11/2015
<b>F-280.100 Previously Unbilled Service</b>			November 2014	November 2014
Gaps: 280.100c Manual work around	Itemization on the bill	N/A	November 2015	9/18/2015
Gaps: 280.100c Bill print requirements	Itemization on the bill	N/A	December 2015	11/2015
<b>G-280.110 Refunds and Credits</b>			November 2014	November 2014
Gaps:				
280.110d	Interest on Refunds and Credits	280.75b	June 2015	6/8/2015
280.110f3	Exemptions from refunds	N/A	June 2015	6/8/2015
<b>H-280.120 Deferred Payment Arrangements</b>			November 2014	November 2014
Gaps:				
280.120b1	Plan eligibility	280.110a	May 2015	5/28/2015
280.120g1	Length of DPA	280.110c	May 2015	5/28/2015
280.120i1	DPA in default	280.110g	May 2015	5/28/2015

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280.120j2	Plan reinstatement	280.110g	May 2015	5/28/2015
Gaps: Bill print requirement				
280.120e1	Bill itemization	N/A	December 2015	11/2015
280.120e2	Notification of DPA defaults with no reinstatement	N/A	May 2016	11/2015
<b>H-280.125 Deferred Payment Arrangements for Low Income Customers</b>			November 2014	November 2014
Gaps: Procedural & manual work arounds				
280.125b1	Down Payment	N/A	May 2015	5/28/2015
280.125b2	Down Payment	N/A	May 2015	5/28/2015
280.125c1	Length of DPA term	N/A	May 2015	5/28/2015
280.125c2	Length of DPA term	N/A	May 2015	5/28/2015
280.125d	Reinstatement of Fee Waiver	N/A	May 2015	5/28/2015
2801.25e1	Amended DPA	N/A	May 2015	5/28/2015
2801.25e2	Amended DPA	N/A	May 2015	5/28/2015
280.125e3	Amended DPA	N/A	May 2015	5/28/2015
Gaps: Automatic processing				
280.125b1	Down Payment	N/A	December 2015	11/2015
280.125b2	Down Payment	N/A	December 2015	11/2015
280.125c1	Length of DPA term	N/A	December 2015	11/2015
280.125c2	Length of DPA term	N/A	December 2015	11/2015
280.125d	Reinstatement of Fee Waiver	N/A	December 2015	11/2015
2801.25e1	Amended DPA	N/A	December 2015	11/2015
2801.25e2	Amended DPA	N/A	December 2015	11/2015
280.125e3	Amended DPA	N/A	December 2015	11/2015
<b>I-280.130 Disconnection of Service</b>			November 2014	November 2014
Gaps:				
280.130b	Allowable Reasons for Disconnection:	280.130a	July 2015	7/31/2015
280.130c	Non-deniable Charges	N/A	July 2015	7/31/2015
280.130d	Disconnection Notice Content	280.130a & Appendix A	July 2015	1/22/2015
280.130g2	Effective date	280.130a	July 2015	7/31/2015
280.130h	Exemptions to Notice Requirements	N/A	July 2015	7/31/2015
280.130i1	Warning Letter Required Instead of Appendix A	N/A	July 2015	7/31/2015

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280.130i2	Notification to landlord or property manager	N/A	July 2015	7/31/2015
280.130i3	Right to disconnect the service after notice	280.130a	July 2015	7/31/2015
280.130j1	Warning Call to Residential and Master-Metered Customers	N/A	July 2015	7/31/2015
280.130j2	Warning call requirement	280.130c	July 2015	7/31/2015
280.130k2	Disconnect the service fails	280.130d	July 2015	7/31/2015
280.130m	Medical Certification	280.130j	July 2015	1/22/2015
280.130q	Military Personnel on Active Duty Disconnection Prohibition	N/A	July 2015	1/22/2015
280.130r	Service Member or Veteran Disconnection Prohibition	N/A	July 2015	1/22/2015
280.130f	Third Party Notice	280.130b	December 2015	11/2015
<b>I-280.135 Winter Disconnection of Residential Heating Services</b>			November 2014	November 2014
Gaps: Procedural & manual work arounds				
280.135a	Disconnect service to any residential customer or master-metered apartment building	280.135a	September 2015	9/18/2015
280.135b1	Prior to termination of service	280.135b	September 2015	9/18/2015
280.135b2	Contact requirements	280.135b	September 2015	9/18/2015
280.135b3	Record retention	280.135b	September 2015	9/18/2015
280.135c	Disconnection timing after notice	280.135c	September 2015	9/18/2015
280.135d	DPA subject to disconnection with notice	280.135d	September 2015	9/18/2015
280.135g	Energy assistance programs	280.135g	September 2015	9/18/2015
280.135j1	Utility filing with the Commission	280.135j	September 2015	9/18/2015
280.135j2	Utility filing with the Commission	280.135j	September 2015	9/18/2015
280.135j3	Utility filing with the Commission	280.135j	September 2015	9/18/2015
Gaps: 280.135g Automatic processing	Energy assistance programs	280.135g	December 2015	11/2015
<b>J-280.160 Medical Certification</b>			November 2014	November 2014
Gaps:				
280.160a	Intent of Medical Payment Plan	280.130j	June 2015	1/22/2015
280.160b	Certifying Parties	280.130j	June 2015	1/22/2015
280.160c	Method of Certification	280.130j	June 2015	1/22/2015
280.160d	Certificate Content	280.130j	June 2015	1/22/2015
280.160e2	Certification process	280.130j	June 2015	1/22/2015
280.160f1	Restoration	280.130j	June 2015	1/22/2015

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280.160g	Duration of Certificate	280.130j	June 2015	1/22/2015
280.160h	Data Collection and Maintenance	N/A	June 2015	1/22/2015
280.160j	New Certification of Previously Certified Accounts	N/A	June 2015	1/22/2015
Gaps: Bill print requirements				
280.160i1	Medical Payment Arrangement	N/A	December 2015	11/2015
280.160i2	Medical Payment Arrangement	N/A	December 2015	11/2015
<b>K-280.170 Timely Reconnection of Service</b>			November 2014	November 2014
Gaps:				
280.170b1	Timing	N/A	June 2015	6/8/2015
280.170f	Temporary Exception for Unforeseen Circumstances	N/A	June 2015	6/8/2015
<b>K-280.180 Reconnection of Former Residential Customers for the Heating Season</b>			November 2014	November 2014
Gaps:				
280.180b	Limitations	280.138b	September 2015	9/10/2015
280.180e2	Complaint process	280.138e	September 2015	9/10/2015
280.180h	Reporting requirements	280.138g	September 2015	9/10/2015
Gaps: 280.180b Bill calculation & printing	Limitations	280.138b	December 2015	11/2015
<b>L-280.190 Treatment of Illegal Taps</b>			November 2014	November 2014
Gaps: 280.190e4	Utility use of bad debt account.	280.105c	September 2015	October 2015
<b>L-280.200 Tampering</b>			November 2014	November 2014
Gaps:				
280.200d	Notice to Customer	N/A	October 2015	October 2015
280.200e	Remedy	N/A	October 2015	October 2015
<b>L-280.220 Payment Avoidance by Location</b>			November 2014	November 2014
Gaps:				
280.210d1	Notification of PAL	N/A	October 2015	October 2015
280.210d2	Notification of PAL	N/A	October 2015	October 2015
280.210d4	Notification of PAL	N/A	October 2015	October 2015
280.210d5	Notification of PAL	N/A	October 2015	October 2015
280.210d6	Notification of PAL	N/A	October 2015	October 2015
280.210d7	Notification of PAL	N/A	October 2015	October 2015
280.210e	Deposit requirement	N/A	October 2015	October 2015

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280.210f	Burden of Proof	N/A	October 2015	October 2015
280.210g	Data Collection and Maintenance	N/A	October 2015	October 2015
<b>M-280.220 Utility Complaint Process</b>		N/A	November 2014	November 2014
Gaps:				
280.220f3	Customer payment during complaint.	N/A	December 2015	11/2015
280.220i1	Appeal to Supervisor	N/A	December 2015	11/2015
280.220j	Complaint number	N/A	December 2015	11/2015
280.220l	Appeal to Commission Complaint Process	280.160b	December 2015	11/2015
<b>N-280.240 Public Notice of Commission Rules</b>	Posting of Commission Rules	280.180	January 2015	On hold awaiting Spanish translation from Illinois Commerce Commission
<b>N-280.250 Second Language Requirements</b>	Disconnect Notice second language statement	280.190	February 2015	1/22/2015
<b>N-280.260 Customer Information Packet</b> Gaps:				
280.260b1	Content	280.200	May 2016	4/22/2016
280.260b2	Customer rights and responsibilities	280.200	May 2016	4/22/2016
280.260c1	Distribution	280.200	May 2016	4/22/2016
280.260c2	Distribution	280.200	May 2016	4/22/2016
280.260c3	Distribution	280.200	May 2016	4/22/2016
280.260c4	Distribution	280.200	May 2016	4/22/2016
280.260d	Filing with Commission	280.200	May 2016	4/22/2016
<b>Appendix A - Disconnection Notice</b>	Disconnection Notices format	Appendix A	February 2015	1/22/2015
<b>Appendix B - Customer Rights Insert for Disconnection Notice</b>	Back of the Disconnection Notice	Appendix B	January 2015	1/22/2015
<b>Appendix C – Public Notice</b>	Public Notice of Commission Rules	Appendix C	February 2015	On hold awaiting Spanish translation from Illinois Commerce Commission

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<b>Appendix D - Disconnection Notice Insert for Residential Gas &amp; Electric Customers</b>	Disconnect Notice Residential Insert	Appendix D	November 2015	1/22/2015