



## **RANCHO CUCAMONGA MUNICIPAL UTILITY**

### **RESIDENTIAL UTILITY INFORMATION**

10500 Civic Center Dr. • P.O. Box 4499 Rancho Cucamonga, CA 91729

Phone: (909) 919-2612 • Fax (909) 477-2741

www.CityofRC.us/RCMU • RCMU.Customer@CityofRC.us

### **About Us**

The Rancho Cucamonga Municipal Utility (RCMU) was established in 2001 to enable the City to deal with energy issues at the local level. It served its first retail customers in May 2004 and has since provided safe, reliable and cost effective electric service to its customers. RCMU's current service area is comprised of the Victoria Gardens Shopping Center as well as surrounding retail, commercial and now residential developments.

RCMU also provides electric service to the following City facilities: City Hall, Victoria Gardens Cultural Center, Victoria Gardens Public Library, Victoria Gardens Police sub-station, the Animal Center, Jersey Fire Station (174), and the Epicenter Entertainment and Sports Complex.

### **Utility Billing**

Utility bills, including service and penalty charges, are due and payable upon deposit by the City in the United States mail ("date billed"), and shall be delinquent nineteen (19) calendar days after said date.

Upon delinquency, a second billing in the form of a delinquent notice shall be mailed. A penalty shall be assessed in the amount of nine-tenths of one percent (0.9%) of the billed amount and a date of discontinuance of service, twenty-six (26) days after the date billed, shall be noted.

All delinquent accounts unpaid at the close of business on the twenty-fifth (25) calendar day after the date billed shall have service discontinued on the twenty-sixth (26) day after said date without further notice.

If the City has made a service call to turn off service for nonpayment of a delinquent bill, an additional charge shall be assessed to restore the service. Additionally, a deposit equal to three times the average monthly bill may be required.

### **Rates**

Energy Charge \$/kWh/Meter	
Summer and Winter	
Tier 1 - Baseline Quantities	0.11910
Tier 2 - 101% to 130% of Baseline	0.14000
Tier 3 - Over 131% of Baseline	0.24000
Customer Charge - \$/Meter/Day	
Single-Family Residence	0.23
Multi-Family Residence	0.21

Effective Date: January 1, 2019

## Electric Fees and Charges Schedule

Applicable to all classes of service as provided in accordance with the Electric Rules and Regulations.  
Does not supersede any fees and charges listed in the rules which are not included on this schedule.

<u>Description</u>	<u>Fee Amount</u>
Minimum Deposit	Greater of twice estimated average monthly bill or \$100
Minimum Deposit/Reconnection	Greater of three times the estimated average monthly bill or \$100
Special Appointment Turn-On Charge added to applicable fee (Does not apply to the normal 4-hour window appointment)	\$10
Return Check Charge	In accordance with City of Rancho Cucamonga Ordinance
Trip charge for additional field visits (cut-off for nonpayment, etc.)	\$15.00
Meter Test/Second Request Within One Year Period	\$100 paid in advance (if error is found, fee will be refunded)
Re-Read/second request within six months	\$25 (if error is found fee will be refunded)
Appointment based meter reads	\$25
Temporary Turn On or Turn Off of electric service for repair (normal working hours) first aggregate hour is free	\$95 per hour or fraction thereof
Temporary Turn On or Turn Off of electric service for repair (after normal hours)	\$130 per hour or fraction thereof
Cost to investigate energy diversion	Higher of \$150 plus material or time and material

Effective Date: January 1, 2019

## Deposits

Deposit fee in the amount of \$100.00 is required for all residential customers.

Deposits are due upon application for service and delinquent 14 days later.

The amount of deposit required to re-establish credit for electric service is three times (3x) the estimated average monthly bill.

Deposits will not be used as payment for past-due bills to avoid discontinuance of service.

Deposits may be returned after the customer has paid bills for service for twelve (12) consecutive months, without having accrued any late charges. The deposit shall be credited towards any outstanding charges.

## Low Income Assistance

RCMU offers a Low Income Program for those who qualify. In order to qualify for a discount on your electric service, your household size and gross income cannot exceed the San Bernardino County FY2018 Income Limits. Supporting documentation is required. To learn more about and apply for the RCMU Low Income Program, please complete and sign the [RCMU Low Income Program Application](#)

## Medical Support Assistance

RCMU recognizes that certain medical conditions require the use of essential electronic devices. To help offset the added expense, this program will provide a discount to residential customers that have a full-time household resident that regularly requires a device. An application and supporting documentation from the patient's doctor is required.

To learn more about and apply for the RCMU Medical Support Assistance Program, please complete and sign the [RCMU Medical Support Assistance Application](#)

## Payment Methods

- **Pay Online**

Pay your RCMU payments online at [www.CityofRC.us/RCMUOnline](http://www.CityofRC.us/RCMUOnline). Make a convenient one-time payment or register to access your account 24/7. You can also sign-up for eBills to receive an email notification when your bill is ready to be viewed.

- **Pay In Person**

Payments may be made in person at City Hall during regular business hours, Monday through Thursday from 7:00 a.m. to 6:00 p.m. We accept cash, check, cashier's check, money order, debit or credit card (Visa, MasterCard, American Express and Discover Card). Please submit payment by 5:00 p.m. for same-day processing. City Hall is located 10500 Civic Center Dr., Rancho Cucamonga, CA 91730.

- **Pay by Phone**

Utility payments may be paid by phone using a debit or credit card (Visa, MasterCard, American Express and Discover Card). To make a payment by phone during regular business hours, Monday through Thursday from 7:00 a.m. to 6:00 p.m., please call (909) 919-2612.

- **Pay by Mail**

Payments may be mailed to (Please do not mail cash):

Rancho Cucamonga Municipal Utility  
P.O. Box 4499  
Rancho Cucamonga, CA 91729-4499

A service fee will be charged for returned checks and repayment must be made by cash, cashier's check, money order, debit or credit card.

DO NOT MAIL PAYMENT UNLESS YOU ARE SURE IT WILL BE RECEIVED IN OUR OFFICE WITHIN THE REQUESTED TIME FRAME. Postmarks will not be accepted as the payment receipt date.

- **AutoPay Your Bill**

RCMU is now offering a convenient and popular way to pay for your electric service. AutoPay will save you time by automatically debiting your credit or bank debit card each month for the amount of your electric bill. You won't have to worry about writing checks, paying postage or making late payments and there is no charge for this service.

To enroll in AutoPay, please read the Terms and Conditions and complete and sign the [AutoPay Enrollment Form](#)

## Contact Us

RCMU is a division within the Engineering Services Department and reports to the Director of Engineering Services/City Engineer. For further information or inquiries, please contact us during regular business hours, Monday through Thursday from 7:00 a.m. to 6:00 p.m., except holidays. RCMU Customer Service number is (909) 919-2612 or email us at [RCMU.Customer@CityofRC.us](mailto:RCMU.Customer@CityofRC.us)