Cold Weather Rule

Important message to our customers | November 1 through March 31

For Kansas residential customers who cannot fully pay their winter water bills, the Cold Weather Rule will be in effect from November 1 through March 31. The Cold Weather Rule generally prohibits any disconnection of service when the National Weather Service forecasts that the temperature will drop below 35 degrees or will be in the mid-30s or colder within the following 48 hours.

In order to avoid having your service disconnected when the temperature is forecasted to be above 35 degrees or to reconnect service regardless of temperature, a customer shall comply with the following provisions. To qualify for benefits under the Cold Weather Rule, a customer shall:

1. Inform the utility if you are unable to pay the bill in full.
2. Provide sufficient information to allow the utility to make a payment agreement.
3. Make an initial payment of 1/12 of the total account balance and enter into an 11 month plan for payment of the rest of the arrearage. You may elect to participate in an average payment plan with your Cold Weather Rule Arrangement.
4. Apply for federal, state, local or other assistance funds for which the customer is eligible.

To ensure our customer's safety through the cold weather months, if customers have payment difficulties, we will:

1. Inform you of organizations where funds are available to assist with payment of utility bills.
2. Make a telephone attempt or personal contact with you one day prior to termination of service to discuss your situation. If we are unable to personally contact you, our employee will leave a disconnect message on your door the day prior to termination.
3. Inform you of the Third Party Notification Plan.

For additional assistance involving the Cold Weather Rule, you may contact the Kansas Corporation Commission's Consumer Protection Office at **800-662-0027**.

Complaint procedures

Before the Kansas Corporation Commission

Contact Suburban Water

Customers that may have problems, suggestions, questions, or any other concerns about their water service being provided by Suburban Water, Inc., are encouraged to contact us at **913-724-1800**. Our support staff will be able to answer questions and/or address any concerns or problems that a customer may be having with their water service.

Informal complaint

If our support staff is unable to resolve their concerns, a customer may submit a complaint with the Kansas Corporation Commission (KCC). The KCC has established two procedures to address problems between public utilities and their customers. The first procedure is informal.

An informal complaint may be filed with the KCC by contacting the Consumer Protection Office of the KCC either by phone or in writing. Informal complaints should be directed to:

Kansas Corporation Commission

Consumer Protection Office
1500 S.W. Arrowhead Road, Topeka, KS 66604-4027
Phone: 1-800-662-0027

Once, the KCC staff has received an informal complaint they will gather the necessary information regarding the complaint and then contact our office to conduct an investigation. The KCC will work with the customer and Suburban Water, Inc. in an attempt to resolve the matter. Informal complaint can usually be resolved in a timely manner via telephone.

Formal complaint

In the event that the informal complaint procedure is unable to provide a satisfactory resolution for the customer, you may then file a formal complaint. A formal complaint must be in writing. The forms and instructions for the formal complaint procedure may be obtained from the KCC's Public Affairs and Consumer Protection Office.