

PRESS RELEASE

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FOR IMMEDIATE RELEASE

RIVIERA UTILITIES ANNOUNCES CHANGES IN DEPOSITS AND FEES POLICY

Foley, Alabama, July 10, 2009 — Businesses have a fiduciary responsibility to insure that financial loss or “bad debt” is kept to a minimum. In the utility business, one of the ways to do that is to make sure that the deposit policy is strong enough to address the best interest of good paying customers. What that statement means in reality is that good paying customer can have their deposit refunded after a year and those new customers, with proven good credit history can have their deposit waived or reduced from the onset of becoming a Riviera customer. For others, the new deposits and fees should be enough to cover the debt a customer leaves on their account when they leave the system, give a check with insufficient funds or are disconnected for non-payment. When a customer does not pay their electric bill, the utility is still responsible to pay their power supplier for the usage and that could eventually put a burden on all of the consumers.

Beginning August 1, 2009, Riviera Utilities will increase deposits and fees for the first time in twenty five years. “Raising deposits and fees are not easy decisions to make at any time. But lately, we have seen rising amounts of monies that are becoming harder to collect when an account is disconnected. Usually, uncollected debt is created by customers who leave the system without notification and leaves with small amounts of deposit to cover their expenses. The

uncollected amount becomes an expense to the utility and in the long run could cause higher rates to all of our customers who maintain good payment records with us,” stated Mike Dugger, General Manager. “By increasing the deposit amount for customers that continually have their meters disconnected for non payment, who are on our collection lists repeatedly and give us checks with insufficient funds for payment, should reduce the amount of money that is uncollected when a customer leaves our service without paying. Hopefully, this will reduce the possible burden on our customers that do pay their bills and may help us to keep rates from increasing,” Dugger continued.

The following is a statement of the deposits and fees which begin August 1, 2009:

- STANDARD RESIDENTIAL & SMALL COMMERCIAL DEPOSITS

Electric	\$300.00
Gas	\$100.00
Water	\$75.00

- Existing residential or small commercial customers (when turned off due to non-payment) will be charged the greater of the deposits shown, or 2 ½ times the 12-month averaged billing for said location as a deposit.

- If the applicant for a residence furnishes a letter from a previous utility supplier stating that applicant has maintained a satisfactory payment history or an adequate credit score, the deposit may be waived or reduced.

- Temporary service deposits for contractors building homes may be allowed a 50% discount of deposits.

- LARGE COMMERCIAL DEPOSIT

Electric/Gas/Water	3-months usage	_____

- FEES

- Collection fee	\$25.00	_____
- Reset fee	\$50.00	
(to be collected before reset and includes collection fee)		

- Any account that is pulled for non-payment that does not have an adequate deposit will be required to post the deposits as listed above.

- METER RE-READ / TEST FEES

- If a customer requests a meter be re-read, and if the original reading is correct, there will be a \$10.00 charge on the next billing. If the reading is incorrect, the customer will receive a \$10.00 credit on the next billing.

- If a customer requests a meter be tested, and the meter proves to be within legal industry standards, there will be a \$25.00 charge on the next billing. If the meter proves to not perform at said standards, the customer will be credited \$25.00 on the next billing.

For more information, visit our website at www.rivierautilities.com or call customer service at 251-943-5001 in Foley or 251-626-500 in Daphne.