

Customer Care Policy

IMPORTANT AMENDMENTS

As a community-owned electric utility, the Town of Wake Forest strives to provide exceptional customer service at the lowest reasonable cost. We also endeavor to ensure that all of our customers are served efficiently and treated fairly. These tenets form the cornerstone of our Customer Care Policy which was adopted in October 2005.

In an effort to offset rising labor, printing, and postage costs and more effectively utilize our Automatic Meter Reading (AMR) system, the Town recently adopted several important amendments to its Customer Care Policy. These changes take effect Oct. 1 and are outlined on the back of this card.



TOWN of
WAKE FOREST

Increase the annual number of extensions of time for payment of bills. In the past, Wake Forest did not permit more than two extensions within a calendar year. Customers may now request up to four extensions from January through December.

Eliminate the use of door tags to alert delinquent customers. The Town will discontinue the practice of using door hangers to notify delinquent customers that their payment is past due and their power is about to be turned off.

Establish one bill only which will incorporate delinquent/disconnect date. Moving forward, Wake Forest will utilize the electric bill solely to show the date the payment owed will be considered delinquent and when the customer can expect to be disconnected.

Eliminate the after-hours reconnection service and reconnect during business hours only. Previously, the Town assigned at least one employee to be “on-call” on nights and weekends to restore power for customers disconnected due to non-payment. Not anymore. Now, the Town will only perform such reconnections between 8 a.m. and 5 p.m. Monday through Friday. However, the Town will perform after-hours reconnections for customers experiencing a medical emergency. Any customer receiving an “emergency” reconnection will be subject to a \$100 reconnection fee.

Eliminate the on-call shift on nights and weekends. By choosing to reconnect customers who were cut off for non-payment during business hours only, Wake Forest will realize a significant cost savings by no longer paying overtime to “on-call” employees.

In order to assist you with the timely payment of your electric bill, the Town of Wake Forest offers several convenient payment options. For more information, visit www.wakeforestnc.gov/customerservice.aspx or call (919) 435-9400.



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P O W E R

A Division of the Town of Wake Forest