**Section 735.160 Past Due Bills**

a) Due Date.

1) The company shall retain documentation for a period of two years of the following:

A) the due date of each bill; and

B) the date each bill was mailed, delivered, sent or made available to each customer.

2) The due date printed on the monthly bill may not be less than 21 days after the date upon which:

A) the bill is mailed to the customer;

B) the bill is delivered in person to the customer;

C) the bill is sent electronically to the customer; or

D) the customer is notified that the bill is available electronically.

3) The bill shall include a bill date, which shall not be less than 21 days prior to the due date on the bill.

4) If the company relies upon the US Postal Service for mailing bills to its customers, then the documentation required in subsection (a)(1)(B) may be satisfied by retention and, if necessary, production of the records created for the method of mailing required by the US Postal Service.

5) If the company employs a method of mailing with the US Postal Service whereby a postmark with date is applied to the mailing, then the company shall not be obliged to maintain the documentation required in subsection (a)(1)(B).

b) Payment at Company Offices or Authorized Agents.

Payment made in person at the company's office or authorized agent shall be deemed received the date payment is made.

c) Night Depository Payments.

Payment made in the company's night depository shall be deemed received on the next full business date.

d) Late Payment Charges.

The company may assess a late payment charge in accordance with tariffs approved by the Commission against the amount considered past due under this Section.

(Source: Amended at 34 Ill. Reg. 3263, effective March 1, 2010)