

ORDINANCE NO. 26 - _____

**AN ORDINANCE
AMENDING CHAPTER 0.5 (NAPERVILLE PUBLIC UTILITIES CUSTOMER
BILL OF RIGHTS) OF TITLE 8 (PUBLIC UTILITIES) OF
THE NAPERVILLE MUNICIPAL CODE**

**BE IT ORDAINED BY THE MAYOR AND CITY COUNCIL OF THE CITY OF
NAPERVILLE, DUPAGE AND WILL COUNTIES, ILLINOIS, in exercise of its home
rule powers that:**

SECTION 1:

Title 8 (Public Utilities), Chapter 0.5 (Naperville Public Utilities Customer Bill of Rights), Section 2 (Public Utilities Bill of Rights) of the Naperville Municipal Code is hereby amended by adding the underlined language as follows:

TITLE 8 – PUBLIC UTILITIES

CHAPTER 0.5 – NAPERVILLE PUBLIC UTILITIES CUSTOMER BILL OF RIGHTS

8-0.5-1: - DEFINITIONS: * * *

8-0.5-2: - PUBLIC UTILITIES BILL OF RIGHTS:

Public Utilities have outlined the core rights of utility customers as it relates to wireless meter or meter interface unit reading. The City developed these rights based on customer feedback and input, the overall goals of wireless meter reading, and current national and state guidelines and policies for wireless meter reading projects.

Customers of Public Utilities are entitled to responsible and transparent utility operations that include: the right to be informed; the right to privacy; the right to options; and the right to data security.

1. THE RIGHT TO BE INFORMED * * *

2. THE RIGHT TO PRIVACY

A. Customers' personal information will not be connected to usage data released to any third parties. Third Parties is defined as any person or entity other than employees of the Public Utilities, Finance Department, or Legal Department, or any other entity contractually bound to the City to provide wireless meter reading, outage management, billing or collection services for Public Utilities accounts. For purposes of this Section, City of Naperville employees in all other City of Naperville Departments shall be considered third parties and usage data connected to personal information shall not be shared with them.

B. – G. * * *

3. THE RIGHT TO OPTIONS through

4. THE RIGHT TO DATA SECURITY * * *

SECTION 2: This Ordinance shall be in full force and effect from and after its approval.

ADOPTED this _____ day of _____, 2026.

AYES:

NAYS:

ABSENT:

APPROVAL this _____ day of _____, 2026.

Scott A. Wehrli
MAYOR

ATTEST:

Dawn C. Portner
CITY CLERK