

# NEW HERITAGE ACRES SEWER SERVICE ACCOUNT – STANDARD

## OPERATING POLICY

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The following policy outlines procedures for how the City will calculate charges, issue sewer bills, and maintain customer accounts for all account holders.

The deposit for a homeowner shall be \$150.00 and the deposit for renters will be \$200.00 (leased or contract for deed). The city requires a completed application, a copy of the lease/rent agreement or warranty deed, and a copy of the driver's license with payment of the deposit before services can be turned on. The monthly bill shall be mailed from the city office at the end of each month to be received as close to the first day of the month as possible. Sewer usage will be based on an average of water usage (received from PSWD #3) in February, March & April of each year. If on a well, usage will be based on Heritage Acres average as a whole.

Account holder expectations are stated below and must be acknowledged prior to the creation of any account.

PLEASE READ AND INITIAL TO INDICATE THAT YOU AGREE TO THE TERMS.

\_\_\_\_\_ Payment is due in full, on the 20<sup>th</sup> day of each month at 4pm. Payments will include a \$12.00 per month fee, which shall represent an equitable share of the costs incurred by Heritage Acres in the operation, replacement, and maintenance of its collection system.

\_\_\_\_\_ Payments not received by 8am on the 25<sup>th</sup> day of each month are subject to a \$10.00 delinquent charge per ordinance #2657E. If you are a renter, it is understood that delinquent account information may be sent to the landowner. Delinquent accounts are also reported to Heritage Acres.

\_\_\_\_\_ Tampering with utilities is a crime prosecuted under ordinance #2930. This includes such activities as obstructing access to city meter boxes, pits, etc.

\_\_\_\_\_ If a check is returned for insufficient fund, you will be charged a \$25.00 return check fee. The check and fee must be paid by cash or money order. All payments will have to be in the form of cash or money order.

\_\_\_\_\_ If after the customer disconnects services and moves and after the deposit has been applied to the outstanding bill, the city still does not receive the final payment of the bill, a warning letter will be sent giving the former customer 15 days followed by a second and final notification. If at this time, there still is no payment the account will be turned over to collections.

I, \_\_\_\_\_ attest that I have read and understand the policies of the Carterville Utility Department and that knowing these policies I do wish to open an account for service.

\_\_\_\_\_  
Signature