

# NEW UTILITY SERVICE ACCOUNT – STANDARD

## OPERATING POLICY

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

The water, sewer and trash shall be considered as one bill. 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. Water will be turned at our earliest convenience the day the account is created. 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. Water usage will be calculated by the amount of water, in gallons, which is used in each previous month while sewer usage will be based on an average of water usage in February, March & April of each year. Trash service will be a flat fee based on the city's current contract rate. In cases where water usage cannot be read due to weather, mechanical failure, or meter obstruction the city may bill based on an average of the past 3 months.

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 received after the 20<sup>th</sup> shall be assessed at a 10% penalty. If you are a renter, it is understood that delinquent account information may be sent to the landowner.

\_\_\_\_\_ Payments not received by 7am on the 25<sup>th</sup> day of each month are subject to shut off. A \$35.00 administrative fee will be added to the customer's balance due, and the water meter will be locked off. Please note, administrative fees will still apply even if water has not been physically shut off. If your services are disconnected, an additional fee of \$30 will be required along with payment in full for reconnection.

\_\_\_\_\_ The public work employees cannot accept payments and water will still be locked off until they are further notified by city hall. Once the balance is paid in full, water will be resupplied at our earliest convenience.

\_\_\_\_\_ Tampering with utilities is a crime prosecuted under ordinance #2930. This includes such activities as cutting locks, turning on water when shut off by the city, 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. A \$35.00 administrative fee will be added to the customer's balance due, and the water meter will be locked off.

\_\_\_\_\_ 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