

City of Albemarle

Public Utilities Department Customer Service Policy



ALBEMARLE

NORTH CAROLINA

Water. Air. Land. Opportunity.



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I. RIGHTS AND RESPONSIBILITIES

A. AUTHORITY

1. The enactments of these policies were approved by City Council. As fee schedules, rates and other specific policies are updated, it will be the responsibility of the City Manager and Director of Public Utilities to make sure the policy manual is revised.
2. The Director of Public Utilities responsibilities include metering, operation and control of municipal utility lines and utility property. He/She sets the standards of quality for construction and maintenance of the utility system and plans for utility system improvements.
3. The Customer Service Coordinator is authorized as the hearing or grievance officer for customers. He/She is authorized to hear concerns and complaints, settle disagreements, and reconnect any customer disconnected for non-payment while the concern is investigated, if he deems necessary.
4. All grievances must be heard and addressed by the hearing officer prior to an item appearing before the City Council.

B. SCOPE

1. This policy is not meant to be all-inclusive but offers direction and guidance for the City Manager and employees of the City.
2. This policy has been adopted by the City Council for all customers of the City.
3. The intent of this policy is to provide the customer, the utility and building trades, and the employees of the City a helpful guide with uniform procedures for providing utility service. The City desires to treat its citizens in a fair and indiscriminate manner while recognizing that each customer has distinct needs and requirements.
4. Employees of the City have been empowered and well-trained to use this policy to deliver high quality service to customers. Employees are expected to deal with each decision with empathy and understanding, listening carefully to the needs and requirements of individual customers. Ultimately, the City Manager accepts the responsibility as the final authority on this



policy. However, every customer has the right to appeal that decision before the City Council.

5. This policy is not meant as a substitute for personal initiative on the part of employees. It will serve as a guide for reasonable response to customer needs while meeting the requirements of good business practice on the part of the City.

C. DEFINITIONS USED IN THIS POLICY

1. **CITY** - The City of Albemarle governing body and its employees.
2. **CITY COUNCIL** - Those officials elected to represent the citizens of the City of Albemarle.
3. **EMPLOYEES** - The employees of the City of Albemarle, charged with the responsibility of delivering services to the citizens and customers while ensuring good business practices and considering the needs and wants of customers.
4. **EXECUTOR/EXECUTRIX** – A person named by Clerk of Court to settle deceased estate.
5. **GOOD CREDIT** - Good credit with respect to this policy is be defined as no delinquencies, no return checks, drafts, debit/credit cards and no disconnections in the most recent 12-month period for residential customers and a 24-month period for non-residential customers.
6. **GRIEVANCE PROCEDURE** – When a customer has a grievance, it will be handled in the following order:
 - Customer Service
 - Customer Service Coordinator
 - Public Utilities Administration
 - City Administration
 - City Council
7. **METER TAMPER** – Any attempt to access/alter the electric or water meter with the intentions to utilize service without prior approval of the City of Albemarle. This includes cut seal on



electric meter, turning electric service on and/or cutting on water service.

8. **NON-RESIDENTIAL** – Any service with respect to this policy that is classified as anything other than Residential Service RE & Residential Service RS.* (Reference: Pg. 6D)
9. **PAYMENT** – Bill is considered paid when funds are received by the City of Albemarle before 5pm during business hours.
10. **POWER OF ATTORNEY** – A recorded document used to appoint someone to make decisions on your behalf.
11. **PROVISIONAL POWER** – A service type reserved for non-residential customer desiring to establish service at an existing facility who are in the process of acquiring development/building permits but have not completed the process. Service requires clearance of Fire Marshall or Planning & Zoning Director. Service can only be established for a maximum of 60 days.
12. **UTILITY** - The City of Albemarle Public Utilities Department.

D. **RATE SCHEDULE DEFINITIONS**

1. **Residential Service – Schedule RS** – Available only to residential customer in residences, condominiums, mobile homes, or individually metered apartments, which provide independent and permanent facilities, complete for living, sleeping, eating, cooking, and sanitation.
2. **Residential Service All-Electric – Schedule RE** – Available only to residential customers in residences, condominiums, mobile homes, or individually-metered apartments which provide independent and permanent facilities complete for living, sleeping, eating, cooking, and sanitation. In addition, all energy required for all water heating, cooking, clothes drying, and environmental space conditioning must be supplied electrically, and all electric energy used in such dwelling must be recorded through a single meter.



3. **Small General Service – Schedule SGS** – Available to the non-residential customer with a monthly demand of 30 kW or less, until the customer’s monthly demand exceeds 30 kW in any three months of the preceding twelve months. This schedule shall be used solely by the contracting Customer in a single enterprise, located entirely on a single, contiguous premise. This schedule is not available for auxiliary or breakdown service. Power delivered under this schedule shall not be used for resale or exchange or in parallel with other electric power, or as a substitute for power contracted for or which may be contracted for, under any other schedule of the City, except at the option of the City, under special terms and conditions expressed in writing the contract with the Customer.

The obligations of the City in regard to supplying power are dependent upon its securing and retaining all necessary rights-of-way, privileges, franchises, and permits, for the delivery of such power. The City shall not be liable to any customer or applicant for power in the event it is delayed in, or is prevented from furnishing the power by its failure to secure and retain such rights-of-way, rights, privileges, franchises, and permits.

4. **Medium General Service – Schedule MGS** – Available to commercial or industrial establishments contracting for a demand of greater than 30 kW but less than 200 kW, until the customer’s demand exceeds 200 kW in any three months of the preceding twelve months. Service under this schedule shall be used solely by the contracting Customer in a single enterprise, located entirely on a single, contiguous premises. This Schedule is not available for auxiliary or breakdown service. Power delivered under this schedule shall not be used for resale or exchange or in parallel with other electric power, or as a substitute for power contracted for or which may be contracted for, under any other schedule of the City, except at the option of the City, under special terms and conditions expressed in writing in the contract with the Customer.

The obligations of the City in regard to supplying power are dependent upon its securing and retaining all necessary rights-of-way, privileges, franchises, and permits, for the delivery of such power. The City shall not be liable to any customer or applicant for power in the event it is delayed in, or is prevented from furnishing the power by its failure to secure and retain such rights-of-way, rights, privileges, franchises, and permits.



5. **Large General Service – Schedule LGS** – Available to commercial or industrial establishments with a contract demand of 200 kW or greater and does not meet the requirements of Schedule CRP. Service under this Schedule shall be used solely by the contracting Customer in a single enterprise, located entirely on a single, contiguous premises. This schedule is not available for auxiliary or breakdown service. Power delivered under this schedule shall not be used for resale or exchange or in parallel with other electric power, or as a substitute for power contracted for or which may be contracted for, under any other schedule of the City, except at the option of the City, under special terms and conditions expressed in writing in the contract with the Customer.

The obligations of the City in regard to supplying power are dependent upon its securing and retaining all necessary rights-of-way, privileges, franchises, and permits, for the delivery of such power. The City shall not be liable to any customer or applicant for power in the event it is delayed in, or is prevented from furnishing the power by its failure to secure and retain such rights-of-way, rights, privileges, franchises, and permits.

E. **APPLICATION OF THIS POLICY**

1. This policy applies to every customer or applicant for utility service. Copies of this policy are available at the City's offices and City's website.
2. This policy may be revised, amended, supplemented or otherwise changed from time to time by action of the City Council. Customers are encouraged to seek answers to any questions by calling the Customer Service Office.
3. As detailed in ordinances, the City intends to adhere to all rules and regulations of the American National Standards Institute (ANSI); the American Water Works Association (AWWA); the Water Environment Federation (WEF); the North Carolina Department of Environment, and Natural Resources (NCDENR); and the Institute of Electrical and Electronic Engineers (IEEE), entitled the "National Electrical Safety Code (NESC)" as amended. Further, all operations are prefaced upon safety for the public and employees alike. Safety guidelines are



detailed in the American Public Power Association (APPA) safety manual as amended.

4. The City is not responsible for any damage caused by turning on or off City utility services.

F. CONFLICT

1. Provisions of a special contract or tariff between the City and a customer will take precedence over these policies.

G. PART OF ALL CONTRACTS

1. These policies are part of all oral and written contracts for providing and receiving utility service from the City.

H. NO PREJUDICE OF RIGHTS

1. Although the City and its customers may not always exercise the rights specified in these policies or available to them by law, that does not prevent the City or the customer from exercising those rights at a later time.

I. UNIQUE RIGHTS AND RESPONSIBILITIES

1. The customer and the City have unique rights and responsibilities toward utility service. The responsibilities, detailed fully throughout this publication, are summarized here:

2. CUSTOMER RESPONSIBILITY

- a) To establish credit in one of these ways:
 - (1) Proof of most recent 12-months of good payment history with another electric utility
 - (2) Pay a deposit when required.
 - (3) Guarantor (Reference: Page 19, D4)



- b) Allow City Utilities personnel access to property to set up and maintain service.
- c) Pay bills by the Due Date shown on each monthly bill.
- d) Notify the Utility if customer wishes to request another person to receive any notice of service interruption for non-payment of bills.
- e) Notify the Utility if there is someone in the household who is either chronically or seriously ill, handicapped or on a life support system.
- f) Notify the Utility of questions or complaints about service.
- g) Be aware of City-owned property at the customer's home/business and safeguard it.
- h) Install, maintain and repair wiring and plumbing in the home/business.
- i) The City provides utility service for the sole use and convenience of the premises under contract. The customer will ensure that utility service is not given or resold to a neighbor or tenant. Violation of this policy will be cause for immediate disconnection of service.
- j) The customer must notify the City that he is interested in an incentive rate, if the City offers one. And he/she must notify the City when electric use changes may make him eligible for a change in rate.
- k) The customer shall be responsible for complete disconnection from other water systems (wells) prior to connection to the City water system.
- l) Customer is responsible for the equipment outside the home from the weather head to below the meter base except for the glass electric meter.
- m) The City of Albemarle does not supply electric meter bases.

3. **CUSTOMER RIGHTS**

- a) A customer has a right to request for the deposit to be refunded if he/she establishes credit by other means, full



payment of bill before the due date for one year, or discontinues service from the City.

- b) If the customer is notified of an impending disconnection for non-payment, he/she has the right to request a payment extension to allow additional time to pay the past due balance. Please note that request may or may not be granted. The request must be made in person or over phone and confirmed by a Customer Service Representative. The request must be made prior to 5:00 P.M. deadline.
- c) The customer has a right to request, free of charge, historic billing and usage information. If a Utility employee cannot find any reason for usage changes, the customer may request one free electric meter test per year. The customer has a right to request a review of any complaint according to the grievance procedure. (Reference Pg. 5, C6)

4. **CITY RESPONSIBILITY**

- a) To refund the customer's deposit if conditions are met. (Reference: Pg. 21, E)
- b) To give written notice at least 5-working days before service is interrupted for failure to pay, except in the case of a returned check, draft, credit/debit card payment. (Reference Return Policy: Pg. 26, N)
- c) The notice will explain the reason for disconnection, the date when service will be disconnected and explain how the customer can avoid service interruption. The notice will respect a customer's right to privacy, regarding publication of debt.
- d) To avoid disconnection for non-payment during extreme weather conditions. (Reference: Pg. 34, 7)
- e) To avoid disconnection after 4 p.m. on a Friday, on a weekend, or on a holiday.
- f) To provide and explain rate schedules, how meters are read, and other additional, reasonable information.



- g) To respond to questions or complaints from customers. We may not agree with the complaint, but we pledge prompt, courteous and honest answers.
- h) To provide energy usage and conservation information.

5. CITY'S RIGHTS

- a) To access the City's utility facilities.
- b) To receive notice of changes in address, status of utility service, or problems with utility service.
- c) To receive timely payment for services delivered to a home/business.
- d) The appropriate department of the City is allowed to take action in court regarding equipment tampering or financial delinquencies.

II. ESTABLISHING SERVICE

A. OFFICE AND SERVICE HOURS

1. The City's Utility Department is located in City Hall. The City Hall is open from 8:00 a.m. to 5:00 p.m., Monday through Friday. The Customer Service and Collection Areas and the Drive-Thru Window are open from 8:30 a.m. to 5:00 p.m. each business day (Monday through Friday). Payment at Drive-Thru Window is only accepted with bill Stub.
2. Emergency restoration work is performed 24-hours a day, seven days a week. Please call us at (704) 984-9605 during normal business hours and (704) 984-9679 after hours for Emergency Service.

B. REQUEST FOR SERVICE

1. **Original Application of Service:** Any customer requesting services will complete a contract for utility services and agreement for services. The customer will show: A valid government issued picture identification. Disclosure of your Social Security/Federal ID number is not mandatory. Your Social Security/Federal ID number will be used to facilitate collections of property taxes if you do not timely and



voluntarily pay such taxes. For tax collection purposes, your Social Security/Federal ID number may be disclosed to (i) the state to claim payment from any state income tax refund that might otherwise owed to you; (ii) a bank or an employer to attach bank accounts or garnish wages; and, (iii) to other local governments and other departments of this local government to facilitate the collection to taxes and other obligations owed to those governments and departments. Your Social Security/Federal ID number may also be used for collection of utility debt and be shared with NC Department Debt Set-off and/or third party collector.

- a) The City recognizes a joint contract for utility services for utility service, which allows credit to be established for both husband and wife. A separate contract for utility service will be requested if more than one connection is requested.
- b) Any customer requesting services & request that account be put into a business name, will be asked to provide a W-9.

2. **Additional Information required for Services:**

- a) Owner of the Property:
 - (1) Customer may be required to show proof of ownership.
 - (2) If Representative is Power of Attorney for the Customer needing service, then they must provide:
 - (a) Power of Attorney paperwork
 - (b) Power of Attorney's state issued photo ID
 - (c) Customer's state issued photo ID
- b) Tenant of Property:
 - (1) Current lease agreement between property owner, Power of Attorney or Property Manager.
 - (a) If lease is with Power of Attorney for the property owner, then Power of Attorney paperwork is also required.



- (b) If lease is with Property Manager, the management agreement is also required.
 - c) Customer must also be able to provide one of the following:
 - (1) Current “Good Credit” Customer with the City of Albemarle (Pg. 21, F)
 - (2) Deposit – See Fee Schedule
 - (3) Guarantor (Pg. 19, 4)
 - (4) Letter of Credit from current utility company showing on time payments for the last 12, consecutive, months.
- 3. **Non-Residential* and Industrial Accounts:** Accounts established for non-residential services will be asked to provide a Federal Tax ID Number, W-9, coordination form from Planning & Development Services and a signature by an officer of the corporation listed in the Articles of Incorporation. For a non-incorporated business, the account will be listed in the name of a responsible person (owner, manager, etc.). That person accepts the personal responsibility for payment of the account.
- 4. **Time of Application:** The municipality will strive to meet customer's needs for connection of service. Normal connections not requiring installation of equipment, inspections, line crew (i.e. transfer of service) will be made the same day as the requested, if the request is received prior to 1:00 p.m. on normal Business Days.
- 5. **Place of Application:** Customers will initially request utility service at the City Hall, by telephone or at other locations that may be designated by the City Council for customer convenience.
- 6. **Account Information Changes:** Any changes of account information, mailing address, account name, etc. should be made in writing, or in person by the account-holder to prevent mistakes.



- a) If request is being made by Power of Attorney, the following would be required for any changes on the account:
 - (1) Copy of Power of Attorney Paperwork
 - (2) Power of Attorney's state issued photo ID
 - (3) If account holder is a tenant and not the property owner, then an updated lease would be required.

 - b) In the event the account holder has deceased, and the person requesting the change is the spouse, the following would be required for any changes to the account:
 - (1) Death Certificate of Deceased
 - (2) Spouse's state issued photo ID
 - (3) If account holder is a tenant and not the property owner, then an updated lease would be required.

 - c) In the event the account holder has deceased, and the person requesting the change is the Executor/Executrix, the following would be required for any changes to the account:
 - (1) Executor/Executrix paperwork from Clerk of Court
 - (2) Executor/Executrix state issued photo ID
 - (3) If account holder is a tenant and not the property owner, then an updated lease would be required.
7. **Service Requests for All Utilities:** Any request for utility service, or a request to add another service connection by a customer must be handled as a request for all services available to the location. Applications and fees are shown in the accompanying Fee Schedule.
8. **Out-of-Town Connection Requests:** If a customer wants to obtain service prior to arrival in the City, the City may provide service and mail, email or fax the contract to the customer. The customer shall provide signed and notarized original contract for utility services. The customer shall provide one of the following concerning deposits:
 - (1) Required deposit per fee schedule



- (2) Good letter of credit from previous utility for the last 12 months.
9. **Service Requests for New Construction:** The customer will need to meet the requirements explained in the electrical line extension section of the City's policy, and the City of Albemarle Resolution concerning Extension of Water and Sewerage System of the City.
10. **Bulk Water Purchases**
- a) **Hydrant Tap Requirements**
 - (1) Application for service is completed in the Public Utilities Department.
 - (2) The Customer can receive any amount of water from an available Fire Hydrant on a City street. The City will take a reading at installation and at removal so that the usage is billed to the customer.
 - (3) Hydrant Tap Installation is available between the hours of 8:00 a.m. to 2:30 p.m., Monday through Friday.
 - (4) Approximately 300-feet of hose may be provided to transport the water to the customer's location (depending upon availability). Hose shall not be installed across any major highway or street. Customer is responsible for draining rolling up hose and returning it to the pick-up point.
 - (5) Hydrant taps will be removed during freezing weather, the Customer is responsible to protect the equipment from freezing.
 - (6) Hydrant Taps are removed from service on Fridays before 2:30 p.m., and are not allowed to be kept over the weekend without prior authorization from the Director of Public Utilities.
 - (7) Cost
 - a) **See Fee Schedule**
 - (i) Includes a fee for the installation and removal of water meter



- (ii) Includes a fee for up to 3,000 cubic feet of water, or approximately 22,440 gallons of water. (Note: There are approximately 7.48 cubic feet in a gallon)
- (iii) Customer will be mailed an additional Invoice billing for any usage over 3,000 cubic feet of water

b) **Bulk Water Purchases**

- (1) COST: See Fee Schedule
- (2) BULK WATER TICKETS ARE AVAILABLE FOR PURCHASE FROM THE COLLECTIONS OFFICE IN ANY INCREMENT
- (3) These tickets allow the customer to receive 800 cubic feet of water or approximately 5,800 gallon per load.
- (4) The Customer receives the water from the Water Treatment Plant (WTP) on Highway 52 North, and must provide his own means of transporting the water. Hours 7:00 a.m. – 3:00 p.m. Monday through Friday.
- (5) The Customer must present the "Original Paid" Bulk Water Ticket(s) to the Operator on duty at the WTP in order to receive water. Water may be transported in any increment until the 800 cubic feet or approximately 5,800 gallons per load has been received.

c) **Bulk Water from the City Service Center, Located at 704 Arlington Avenue from 7:30 a.m. to 2:30 p.m.**

- (1) COST: Consumption will be recorded and calculated, and an Invoice for the "Actual Cost" will be mailed to the Customer in accordance with the Current Fee Schedule or based on Inside Corporate Rates.



11. Septic Tank Waste Discharge Permits:

- a) Amount not to exceed 1,000 gallons
- b) Dumping Location: Wastewater Treatment Plant (WWTP), at 1040 Coble Avenue, Extension. Customer must present "Original Paid" Septic Tank Waste Discharge Permit Ticket(s) to WWTP Operator on duty in order to dispose of waste. Hours 7:00 a.m. – 2:30 p.m. Monday through Friday.

12. COST: See Fee Schedule

C. PRIOR DEBT

- 1. The City shall not furnish service to an applicant who is indebted to the City for service previously furnished, or to the applicant or any other member of the applicant's household, until all indebtedness has been satisfied.
- 2. If prior utility debt to the City is discovered after service is established, a letter will be sent to the customer and the prior debt will be due and payable immediately in order to maintain utility service.
- 3. An upfront payment of 50% is required. Then a payment contract can be made. This contract will be for no longer than 3 months and can be paid weekly, biweekly or monthly. If there is any deviation from the contract, this could result in the service at the Customer's current location being disconnected and total balance on the contract will be due in full.
- 4. This contract is non-transferable.



D. CUSTOMER DEPOSITS

1. A service security deposit will be collected before any service is connected when the City's employees determine that a deposit may be needed to assure payment of the customer bill.
2. **Determining the Deposit:** In determining the need for a security deposit, and in fixing the amount of the deposit, City employees will give careful consideration to these factors:
 - a) Customer's ownership of the premises to be served.
 - b) Type of service requested.
 - c) Risk involved in a new business enterprise.
 - d) Reputation of the involved premises.
 - e) Utility credit rating of the customer with the City or another electric utility.
 - f) History of connects, disconnects and reconnects at the involved premises or for the involved customer (for residential customers, a 12-month history of service with the City utility; for commercial customers, a 24-month history).
 - g) Failure to supply a social security number or federal tax ID number.
 - h) Any other factor, which bears on the customer's financial responsibility.
3. **Two Month Standard:** A deposit may be required in an amount up to two-month's average utility service, as determined by the City, in the event of an outstanding balance.
4. **Residential Customer Deposit Alternatives:** Any person who must pay a deposit for residential utility service may:
 - a) Pay an initial deposit (See Fee Schedule)
 - b) Supply a Letter of Credit demonstrating good credit with another electric utility
 - c) **Guarantor** – only for residents of the City of Albemarle
Guarantor - A person or sole proprietor who agrees to be liable for another person's debt, for 12 months, or for the



performance of another's duty, liability, or obligation. A person who is a City of Albemarle customer with good credit. (Reference: Pg. 21, F)

- d) **Sole Proprietor** – If customer has a current sole proprietorship account with the City of Albemarle that is in good standing the deposit may be waived.
5. **Non-Residential & Master Water Meter Customer Deposit Alternatives:** Any person who must pay a deposit for non-residential utility service may:
- a) Pay an initial deposit. For electric, water & sewer accounts, the standard is up to two months average bill or \$300 minimum, whichever is greater. For water & sewer accounts, the standard is up to two months average bill or \$70 minimum, whichever is greater. For water only or sewer only accounts, the standard is up to two months average bill or \$35 minimum (each service), whichever is greater.). See Fee Schedule.
 - b) Provide a Letter of Credit that shows good payment history with the account in the name of the owner of a sole proprietorship. The letter of credit must be from another electric utility showing good credit for the last 24 months.
6. **Deposits for Short-Term Service:** Any person requesting services to either clean or show a residence for rent or sale may be required to satisfy a deposit as stated in the above paragraph.

***NOTE TO ALL CUSTOMERS:** Contact with a City Customer Service employee prior to disconnection is always more favorable than making arrangements after service is involuntarily interrupted. Payment options may be available prior to disconnection, which will save the customer from additional higher deposit amounts and additional fees.*



E. REFUNDING OF DEPOSITS

1. **Refund:** A deposit will be refunded automatically when service is voluntarily discontinued. All outstanding amounts on the final bill will be deducted from the deposit amount. The remaining credit on the account will be transferred to another active account or, will be refunded by check if no active account is available.
2. **Residential:** The City automatically returns the customer's deposit, to the account, when that customer exhibits good credit.
3. **Non-Residential:** Upon Customer request the City will review the Non-Residential account after one year. If the new average deposit is less than the deposit paid, the City will refund the difference toward the account. The City automatically returns the customer's deposit, to the account, when that customer exhibits good credit.

F. DEFINITION OF GOOD CREDIT – “A” Credit Customer

1. Good credit can be defined as no delinquencies, no returned checks, bank drafts or charged-back card payments and no disconnections in the most recent 12-month period for residential customers and a 24-month period for non-residential customers.

G. UTILITY RATES

1. The City offers several Utility Rate Schedules for service. Please see the Rate Schedule list to find the best rate for a class of service.
2. The City's utility rates are set by City Council and are designed to be fair, reasonable, just, uniform and non-discriminatory. Setting rates locally offers rate regulation that is responsive to the customers of the system.
3. It is the customer's responsibility to notify the City of which Utility Rate schedule they intend to be billed on. The City will assume that the customer will be placed on a standard schedule until notification from the customer.



4. New and potential business customers are encouraged to provide the Utility with the load characteristics of their facility. The City may require special conditions and contracts for utility service based upon necessary investment in City related capital projects.
5. Competitive Rates: The City's goal is to provide the best possible utility service to all customers at a rate, which is competitive with other utility providers.
6. Complete rate schedules are available to customers upon request.
7. Customers are required to follow the Sewer Use Ordinance if the wastewater exceeds the parameters set in the referenced ordinance. Customers will be billed in accordance with the Current Rate Schedule.

H. TAXES

1. Billings of the City will include all applicable taxes, listed as a separate line item on the bill.

I. BILLING INFORMATION FOR A TYPICAL UTILITY CUSTOMER

1. Bills are mailed out typically within two working days after meter reading date.
2. A bill is past due if not paid by 5:00 p.m. on the 20th day after billing date. A late fee will be charged to any customer whose bill is unpaid at 5:00pm on the 20th day after billing date.
3. A notice will be mailed to customers with unpaid bills on the 2nd business day after the 20th day.
4. Service is scheduled to be discontinued if payment is not received by 5:00 p.m. on the 30th-day after billing date. A non-payment fee will be charged to any customer whose bill is unpaid at 5:00 p.m. on the 30th day after billing date. The non-payment fee and, if not on file, deposit/additional deposit and all utility charges must be paid in cash, check (if permitted for the account in question), debit or credit card, or on-line payment before service is reconnected.



5. An additional fee will be charged to all customers who request service to be reconnected after 5:00 p.m. or on weekends or holidays. No service will be reconnected between the hours of 9 p.m. and 8 a.m.
6. A charge, as outlined in the Metering Tampering Section of the policy, will be charged to any customer who tampers with meter. Account holder will be responsible for all charges incurred. (See also Fee Schedule)
7. Customers who think a bill is in error or otherwise have reason to protest termination of utility service may contact the Customer Service Coordinator for an informal hearing at City Hall between 8:30 a.m. and 4:30 p.m., Monday through Friday or telephone (704) 984-9616.

J. BILLING ADJUSTMENTS

1. If the City has inadvertently overcharged or under-billed a customer for utility service, the City will promptly notify the customer and set up a payment process.
2. Should the mistake result in the account being overcharged, the City will credit the customer's account with that amount.
 - If account is final a refund check will be issued.
 - If the time frame of the mistake can be determined, the utility should credit the account for that entire interval, up to a maximum of three years.
 - If the time frame of the problem cannot be determined, the utility should refund the excess amount charged during the previous 12-months.
 - If an overcharged customer owes the City on another account, the City will apply the credit to that past due account.
 - If the exact amount of excess charge cannot be determined, the utility should estimate the amount due.
 - If an overcharged customer owes a past due balance to the City, the utility may deduct the past due amount from any refund or credit due the customer.



3. If the utility has inadvertently undercharged a customer for utility service, the City should collect the amount due in installments over the same amount of time as the mistake. If the amount of time or usage cannot be determined, the City will estimate the amount due. In most instances, the City will limit its collection period to the 12-months before the mistake was discovered.
4. If an undercharge has occurred because of meter tampering, the City can ask for the overdue amount in a lump sum.

K. WATER / SANITARY SEWER BILL ADJUSTMENT

1. A water bill adjustment can be provided to the customer for half-the-amount above an average bill at the customer's current service address*, provided the following criteria are met:
 - a) That the leak shall be out-of-sight.
 - b) That a reasonable and prudent person could not have detected the leak. A commode leak would, therefore, not be adjusted.
 - c) That the problem has been corrected.
 - d) That evidence of the repairs such as plumbing bills and a signed statement as to what was done be submitted.
 - e) That the materials used in the repair must be of the type approved by the North Carolina Building Code Council and that only one adjustment will be granted per location unless the entire line is replaced.
 - f) The adjustment shall be for one or two month's* of highest usage, regardless of the length of the time the leak occurred.*
 - g) That the combined water and sewer adjustment shall be for individual residential utility accounts only.
 - h) That sewer only adjustments apply to duplexes, multi-family, commercial and/or industrial accounts.

*Revision approved by City Council 10/15/18



- i) That the sanitary sewer adjustment is the same as the water adjustment criteria except that the adjustment is for the full amount above the average bill.
- j) That the minimum amount eligible for water adjustment is \$25.00.
- k) That the bill adjustment be approved by the Customer Service Coordinator and/or the Director of Public Utilities.

L. DROP BOX FOR PAYMENTS

- 1. For customer convenience, a Drop Box for Payments is located on lower drive at the City Hall to deposit a check and billing stub. For added security, please do not deposit cash in the Drop Box for Payments.*
- 2. Payments put in the box after 4:45 p.m. will be considered next business day payments.

M. EXTENSION OF TIME FOR PAYMENT OF BILLS

- 1. **Customer Request:** All extension requests must be made by the person (or their authorized legal representative) in whose name the account is opened.
- 2. **Maximum:** The length on any one extension is 10-days.
- 3. **Limit:** No more than four (4) Extensions may be given within any 12-months. Only one extension can be used per bill. This is for Residential accounts only.
- 4. **Extensions:** May not be made once scheduled for disconnection.
- 5. **Agreement:** If payment is not made by the specified time, **5:00pm**, service will be disconnected without further notice.
- 6. **One Time Residential Disconnection Waiver:** A good credit customer may request a 1 time disconnection waiver per customer (includes: late fee, non-payment fee and deposits) after 12 months of service. Payment must be received by 5pm on the next business day. Failure to pay will result in service being disconnected and all fees will be due.



N. RETURNED PAYMENT POLICY

1. Upon the City's receipt of a returned payment (whether check, bank draft, or card),
 - a) The account holder will be notified of the return by telephone if possible, or a letter will be mailed immediately.
 - b) Returned payments plus the return fee must be paid for within 3 days* of the return.
 - (1) As allowed by the State of North Carolina, a \$25.00 fee is added to the customer account for each returned payment.
 - (2) If service is disconnected for failure to pay for a returned payment, the customer is responsible for any other charges or fees. (See Fee Schedule.)

* Returned payments which were paid to restore service disconnected for nonpayment or as a security deposit will result in same day disconnection of service.

- c) If a second returned payment is received within one year of the first, the customer account will be placed on Cash Only status, meaning all bills must be paid by cash or other secured method (cash, certified check, money order, or Visa, MasterCard, or Discover).
 - (1) If the customer is on bank draft, the bank draft will be cancelled, and the account will not be eligible for bank draft unless Cash Only status is removed.
 - (2) Cash Only status may be removed upon customer request if good credit is reestablished with the City. (Reference: Pg. 5, C5)



O. THE CITY'S RESPONSE TO LATE FEES

1. **Late Fee Charged:**
 - a) To customer account if utility bill not paid by 5:00 PM on due date.
2. **Removal of Late Fee:**
 - a) One time per calendar year per customer by customer request.
 - b) Outside agency making a pledge on customer's account if city is waiting on a payment.
 - c) City personnel inadvertently made the error.

III. PAYMENT OPTIONS

A. TYPES OF PAYMENTS ACCEPTED

1. Cash, Checks, Card (Visa, MasterCard & Discover) in office, web or by phone.

B. EQUAL PAYMENT PLAN

1. The purpose of this plan is to spread the cost of utility service as evenly as possible on a monthly basis over an annual period and to assist customers with home budgeting. Billing under this plan will not result in any greater or lesser payments to the City than would be the case with customary monthly billings. The customer must have an active account at this account location for at least one-year prior to application.
2. **To Qualify for the Equal Payment Plan:** A customer must be a good credit, residential customer may elect to use the Equal Payment Plan. Accounts shall be paid in full prior to beginning the Equal Payment Plan.
 - a) **Late Payments:** If a customer is late paying his monthly bill, customer will be removed from the Equal Payment Plan unless customer requests their one time late fee removal.



3. The City reserves the right, but is not required, to request a payment adjustment conference with the customer during the contract period if it appears that the amount billed and the amount paid will vary by a substantial amount.
4. At the end of the contract year the Customer shall pay, in full, any balance remaining on the account due to underpayment during the contract period. Customer will be notified by letter.
5. At the end of the contract year if the Customer has a credit balance they will be issued a refund check.
6. The City will adjust subsequent monthly payment for each new contract year using the following: Prior year consumption, projected rate changes, over-payment for the previous contract period. The Customer will be sent a letter with new plan amount for their signature. If they don't return the letter by the deadline the customer will be removed from the equal payment program.

C. **BANK DRAFT**

The City provides a convenient program to allow for a customer's utility bill to be drafted from his/her checking account. At the customer's option, the City will draft his/her checking account each month for the amount of their bill. In order to be setup on the City's bank draft program, the customer will need to provide either a voided check or account information on bank letterhead with checking account information.

- The draft will occur on the due date.
- The customer will still receive a copy of their bill for review.
- The draft does not forgo the customer's right to contest a bill or to have a correction for a billing error. The correction would be made in the form of a credit or a charge on the account.
- If the draft is returned for any reason, the same remedies apply that the City has under the returned payment policy. (Reference Pg. 25, N)



1. **DRAFT ACCOUNT CHANGE PROCEDURES**

In order to change the bank account that is being drafted from, the customer will need to provide either a new voided check or account information on bank letterhead for the new bank account. The customer must give the City a minimum of ten (10) calendar days of written notice prior to the due date. If proper notice is not given, the current bill will be drafted and the draft will be terminated before the next bill is due.

2. **DRAFT CANCELLATION PROCEDURES**

In order to stop a bank draft, the customer must give the City a minimum of ten (10) calendar days of written notice prior to the due date. If proper notice is not given, the current bill will be drafted and the draft will be terminated before the next bill is due.

D. **SPECIAL DUE DATE**

The City of Albemarle, per customer request, will offer special due date options for customers who meet the following qualifications in order to assist them in paying their utility bill.

1. Qualifications:
 - a) For only accountholders who receive social security income or disability income. (Documentation is required).
 - b) If income is received after due date of current billing cycle but before the next billing cycle is processed.
 - c) Customer is required to sign up for bank draft in person with Customer Service Representative.
 - d) If Customer is a “Cash Only” customer they will not qualify for a special due date.
 - e) Special due dates are either the 5th, 15th or 25th of the month, or, as determined by Customer Service.
 - f) Customer is required to sign an agreement acknowledging qualifications & requirements.



2. Requirements
 - a) Customers will not be granted extensions for their utility bill.
 - b) Customers shall not have a returned check for their payment.
 - c) If payment is returned, then customer will be removed from the special due date for 12 months.
 - d) After 12 months if no other payments are returned then the customer will be allowed to return for review of special due date option.
 - e) The special due date option is non-transferrable.

IV. MEDICAL ALERT PROGRAM

1. The customer has the responsibility of notifying the City if there is someone in their household who is either:
 - a) Chronically or seriously ill, or
 - b) On a life support system (heart/lung, respirator, etc.)
2. The customer must provide a letter or certification from a doctor or hospital advising of the above condition. This letter will not waive a disconnection and associated fee for non-payment.
3. The customer has the responsibility to carefully handle his account so that service will not be interrupted for failure to pay. With the medical alert designation, the City will make every effort to make personal contact with the customer before service is terminated. Any customer with a Medical Alert Program should have a backup plan for movement of the patient if services are due to be disconnected for non-payment. The City will give the customer 24 hours' notice prior to disconnecting the service.
4. The City will exercise all diligence in keeping the power flowing to a life support patient. However, due to conditions beyond the control of the City (storm damage, loss of generation, etc.), electric power cannot be guaranteed 100-percent of the time. Each customer listed with the Medical Alert Program should have a back-up plan for movement of the



life support patient if the City is unable to restore power in a length of time that is acceptable.

V. DISCONTINUING SERVICE

A. TRANSFER OF SERVICE

1. Customers may transfer service from one location to another as long as any current bills are not past due. The remaining amount owed and any fees will be due 20-days from transfer date. Failure to pay 20-days after transfer date will result in the outstanding balance being transferred to new account location.
2. Previous deposits will be transferred to the new account. Any additional deposit that will be required to set up the new account will be paid with application for transfer.

B. TERMINATION OF UTILITY ACCOUNT

1. APPLICATION OF DEPOSITS & CREDITS

After an account has been closed by either customer request or demand of the City, all funds (including deposits, refunds and overcharge credits) will be used against amounts owed the City on the closed account first. Remaining funds will then be used against any amounts owed on any other accounts the customer may have with the City. When those accounts have been closed, a check for the remaining amount will be issued to the customer for any net credit.

2. FORCED CLOSING OF A UTILITY ACCOUNT

- a) As soon as possible after termination of utility service, the account will be closed. All fees and credits are then added to the balance and a "final" bill will be issued to the customer. Any balance owed to the City will remain due and collectible until the balance is paid.
- b) All legal means of collection for an account past due will be taken whether the account is in "closed" status or not.



- c) If customer has current active account with the City, any credits or fees due will be handled as follows:
 - (1) Credits: Any credit balance will be transferred to other active account that is in Customer's name as soon as possible.
 - (2) Fees Due: Any fees owed to the City will be transferred to Customer's other active account by the 10th day after final bill is due.

3. TERMINATION OF SERVICE

- a) **Requesting Discontinuance of Service:** Any customer requesting discontinuance of service will inform the City's employee of the location, date service is to be disconnected and the forwarding mailing address for the final bill.
- b) **Disconnection Scheduling:** Disconnection from the City's utility system will be performed the same day if the request is received prior to 1:00pm. A request received after 1:00p.m. will be fulfilled the next working day.
- c) **Final Bill:** A customer's final bill will be mailed to mailing address on file in a timely manner to encourage collection and customer understanding.

4. CUSTOMER'S RIGHTS PRIOR TO DISCONTINUANCE OF SERVICE

- a) **Reasonable Opportunity:** The City will discontinue utility service to customers for non-payment only after giving the customer a reasonable opportunity to question the accuracy of the bill. Reasonable opportunity is defined as the period of time from the issuance of the bill until the date of potential disconnection.
- b) **Disputed Bill:** If a customer disputes the accuracy of his/her bill, the customer has the right to a hearing at which he/she may present, his/her complaint and contentions.

Any customer desiring a hearing may contact the Customer Service Coordinator or his designee at the City Hall, or telephone (704) 984-9616. Hearings may be scheduled between 8:30 a.m. and 4:00 p.m., Monday through Friday.



- c) **No Disconnection:** Disconnections for non-payment will not be made after 5:00 p.m., prior to holidays and/or on weekends. Except in the case of a returned payment on a deposit.

5. **CUSTOMER'S RIGHTS REGARDING DISCONNECTION**

- a) Customers will be sent a final notice on an overdue utility bill. This notice will come in the form of a mailed written letter. This notice will be sent 5-calendar days prior to cut-off.

6. **INVOLUNTARY DISCONTINUANCE OF SERVICE**

- a) The City may discontinue utility service for any one of the following reasons:
 - (1) Failure of the customer to pay bills for utility service as required in the Billing Information Section of this policy.
 - (2) Failure of the customer to pay deposits as required or to increase deposits as required in the Customer Deposits Section of this policy. See Fee Schedule.
 - (3) Upon discovery of meter tampering including by-passing the meter or altering its function.
 - (4) Failure of the customer to permit City employees access to their meters at all reasonable hours. Locked gates, loose dogs, parking cars over meters, etc. are violations of City policy.
 - (5) Use of power for unlawful reasons.
 - (6) Discovery of a condition which is determined to be hazardous or unsafe.
 - (7) Returned check, draft or debit/credit card payment.
- b) A notice for termination must include a clear explanation of the reasons for the termination, a statement that cut-off is imminent and the date it will occur, a statement advising



the customer of the availability of an administrative hearing and a right to contest the bill and the termination.

Any customer desiring a hearing may contact the Customer Service Coordinator or his designee at the City Hall, or telephone (704) 984-9616. Hearings may be scheduled between 8:30 a.m. and 4:00 p.m., Monday through Friday.

- c) Federal laws regarding bankruptcy require that the City not alter, refuse or disconnect service based solely on the basis of the beginning of bankruptcy proceedings or on the customer's failure to pay for bankruptcy service, when a petition for bankruptcy has been filed. However, a utility may terminate a bankrupt debtor's service if it is not provided assurance of payment (a deposit or other security) for future services within 20-days after the date of the order for relief. If the debtor gives adequate assurance of future payment for services, the utility may not terminate the debtor's utility service for pre-petition debts.

7. **DISCONNECTION DURING EXTREME WEATHER**

- a) The City will not exercise its right to disconnect service for non-payment of any bill when the safety and well-being of a customer may be at stake. For that reason, disconnections for non-payment may not be conducted on any extremely cold winter day or extremely hot summer day. The City temperature guidelines for this policy are below 32-degrees Fahrenheit or above 100-degrees Fahrenheit.
- b) If a customer's bill remains unpaid on the next business day, the disconnection for non-payment may then occur. This delay in disconnection for non-payment will not preclude the City from disconnection at a future date and does not change the customer's liability for payment of all bills and fees.
- c) The customer is encouraged to contact the City prior to disconnection date to make payment arrangements (if available), especially where winter day hardships can occur. (See Pg. 25, M)



C. RE-CONNECTION

1. When it becomes necessary for the City to discontinue service for any of the reasons listed above, service will be restored after payment of the following:
 - a) All past due bills including additional fees and charges required by this policy.
 - b) Any deposit or additional deposit is required.
 - c) Any material and labor cost incurred by the City.
2. After-hours re-connection may be available if the customer pays in cash at the Police Department. The Police Department will be unable to make change on payments. (See Fee Schedule)

VI. THE CITY'S RESPONSE TO METER TAMPERING

Tampering with a meter or bypassing a meter is the same as stealing. The aggressive enforcement of this policy is required by the large majority of good paying customers who would be financially burdened with paying for the stolen services. The City will call for the prosecution of cases of meter tampering, electric or water theft and fraud to the fullest extent of the law.

1. A service charge representing the City's cost for the investigation and processing of a meter tampering case will be billed to the customer account holder who benefited from the tampering. (See Fee Schedule)
2. Any customer may contest these additional service charges by calling upon the Customer Service Coordinator for a hearing. A hearing will be scheduled before the Customer Service Coordinator at any time between the hours of 8:30 a.m. and 4:30 p.m. Monday through Friday except on holidays.
3. Tampering with water and electric meters is prohibited by North Carolina General Statutes 14-159-1, and North Carolina General Statutes 14-151.:



§ 14-151. Interfering with gas, electric and steam appliances or meters; penalties.

- a) It shall be unlawful for any person to willfully, with intent to injure or defraud, commit any of the following acts:
 - (1) Connect a tube, pipe, wire or other instrument or contrivance with a pipe or wire used for conducting or supplying illuminating gas, fuel, natural gas or electricity in such a manner as to supply such gas or electricity to any burner, orifice, lamp or motor where the same is or can be burned or used without passing through the meter or other instrument provided for registering the quantity consumed.
 - (2) Obstruct, alter, bypass, tamper with, injure or prevent the action of a meter or other instrument used to measure or register the quantity of illuminating fuel, natural gas, water, or electricity passing through such meter by a person other than an employee of the company owning or supplying any gas, water, or electric meter, who willfully shall detach or disconnect such meter, or make or report any test of, or examine for the purpose of testing any meter so detached or disconnected.
 - (3) In any manner whatever change, extend or alter any service or other pipe, wire or attachment of any kind, connecting with or through which natural or artificial gas or electricity is furnished from the gas mains or pipes of any person, without first procuring from said person written permission to make such change, extension or alterations.
 - (4) Make any connection or reconnection with the gas mains, water pipes, service pipes or wires of any person, furnishing to consumers natural or artificial gas, water, or electricity, or turn on or off or in any manner interfere with any valve or stopcock or other appliance belonging to such person, and connected with his service or other pipes or wires, or enlarge the orifices of mixers, or use natural gas for heating purposes except through mixers, or electricity for any purpose without first procuring from such person a written permit to turn on or off such stopcock or valve, or to make such connection or reconnections, or to enlarge the orifice of mixers, or to use for heating purposes without mixers, or to



interfere with the valves, stopcocks, wires or other appliances of such, as the case may be.

- (5) Retain possession of or refuse to deliver any mixer, meter, lamp or other appliance which may be leased or rented by any person, for the purpose of furnishing gas, water, electricity or power through the same, or sell, lend or in any other manner dispose of the same to any person other than such person entitled to the possession of the same.
- (6) Set on fire any gas escaping from wells, broken or leaking mains, pipes, valves or other appliances used by any person in conveying gas to consumers, or interfere in any manner with the wells, pipes, mains, gateboxes, valves, stopcocks, wires, cables, conduits or any other appliances, machinery or property of any person engaged in furnishing gas to consumers unless employed by or acting under the authority and direction of such person.
- (7) Open or cause to be opened, or reconnect or cause to be reconnected any valve lawfully closed or disconnected by a district steam corporation.
- (8) Turn on steam or cause it to be turned on or to reenter any premises when the same has been lawfully stopped from entering such premises.
- (9) Reconnect electricity, gas, or water connections or otherwise turn back on one or more of those utilities when they have been lawfully disconnected or turned off by the provider of the utility.
- (10) Alter, bypass, interfere with, or cut off any load management device, equipment, or system which has been installed by the electricity supplier for the purpose of limiting the use of electricity at peak-load periods, provided, however, if there has been a written request to remove the load management device, equipment, or system to the electric supplier and the electric supplier has not removed the device within two working days, there shall be no violation of this section.



- b) Any meter or service entrance facility found to have been altered, tampered with, or bypassed in a manner that would cause such meter to inaccurately measure and register the electricity, gas, or water consumed or which would cause the electricity, gas, or water to be diverted from the recording apparatus of the meter shall be prima facie evidence of intent to violate and of the violation of this section by the person in whose name such meter is installed or the person or persons so using or receiving the benefits of such unmetered, unregistered, or diverted electricity, gas, or water.
- c) For the purposes of this section, the term "gas" shall mean all types and forms of gas, including, but not limited to, natural gas.
- d) Criminal violations of this section shall be punishable as follows:
 - (1) A violation of this section is a Class 1 misdemeanor.
 - (2) A second or subsequent violation of this section is a Class H felony.
 - (3) A violation of this section that results in significant property damage or public endangerment is a Class F felony.
 - (4) Unless the conduct is covered under some other provision of law providing greater punishment, a violation that results in the death of another is a Class D felony.
- e) [Whoever is found in a civil action to have violated any provision] of this section [shall be liable to the electric, gas or water supplier in triple the amount of losses and damages sustained or five] thousand [dollars] (\$5,000), [whichever is greater].
- f) Nothing in this section shall be construed to apply to licensed contractors while performing usual and ordinary services in accordance with recognized customs and standards. (1901, c. 735; Rev., s. 3666; C.S., s. 4323;



1993, c. 539, s. 88; 1994, Ex. Sess., c. 24, s. 14(c); 2013-88, s. 1.)

§ 14-159.1. Contaminating a public water system.

- a) A person commits the offense of contaminating a public water system, as defined in G.S. 130A-313(10), if he willfully or wantonly:
 - (1) Contaminates, adulterates or otherwise impurifies or attempts to contaminate, adulterate or otherwise impurify the water in a public water system, including the water source, with any toxic chemical, biological agent or radiological substance that is harmful to human health, except those added in approved concentrations for water treatment operations; or
 - (2) Damages or tampers with the property or equipment of a public water system with the intent to impair the services of the public water system.
 - b) Any person who commits the offense defined in this section is guilty of a Class C felony. (1983, c. 507, s. 1; 1985, c. 509, s. 4, c. 689, s. 5; 1993, c. 539, s. 1189; 1994, Ex. Sess., c. 24, s. 14(c).)
4. A load management device can be removed or by-passed by a license electrician at the owner's expense.



VII. CREDIT SCORES/RATINGS**

	<u>SCORE</u>	<u>DURATION (Days)</u>
a. Late Penalty	1	365
b. Final Notice	2	365
c. Extension	1	365
d. Disconnect	17	365
e. Meter Tampering/Cut Seal	15	730
f. Cut Seal	15	730
g. Returned Pymt	10	365
h. Charge Off	20	1000
i. Credit Returned Pymt	-10	365
j. Credit Disconnect	-17	365
k. Credit Late Penalty	-1	365

<u>RATING</u>	<u>SCORE</u>
A = 0	Excellent
B = 1-39	“Not Good”
C = 40-49	“Not Good”
D = 50-Above	“Not Good”

**Policy Update – March 24, 2007
Changes required for Harris/Northstar compatibility.



VIII. FEE SCHEDULE

Residential Deposits

Residential Deposit for Electric Only. . .	\$200.00
Deposit for Water and Sewer Customers. . .	\$70.00
Deposit for Sewer Customers Only. . .	\$35.00
Deposit for Water Customers Only	\$35.00

Non-Residential & Master Water Meter Deposits

- a. Minimum of \$300.00 or two times the monthly average bill for this location, whichever is greater for water, sewer, and electric or electric only accounts.
- b. Minimum of \$70.00 or two times the monthly average bill for this location, whichever is greater for water and sewer accounts.
- c. Minimum of \$35.00 or two times the monthly average bill for this location, whichever is greater for water only accounts.
- d. Minimum of \$35.00 or two times the monthly average bill for this location, whichever is greater for sewer only accounts.

Fees

Late Fee (due if utility bill not paid by 5:00 p.m. on due date)	\$7.50
Return Payment Charge	\$ 25.00
Meter Tampering Charge (per electric or water meter)	\$200.00
Cut Seal Charge	\$50.00

Stolen Meter – Actual cost of the meter at the time stolen, which will be determined by the size, with or without remote reading device.



Re-connection After Disconnection for Non-Payment

- a. 8:30 a.m. to 5:00 p.m. Working Business Days. \$ 25.00
- b. 5:00 p.m. to 9:00 p.m. on weekdays \$100.00
- c. 8:30 a.m. to 5:00 p.m. on Non-Business Days and Holidays. \$100.00

After hours payments are made at the Police Department. **CASH ONLY**

Meter Test Charge (after first free test)

- a. Single Phase/residential water meter 2" or less. \$ 25.00
- b. Three-Phase \$ 50.00
- c. Large water meters over 2". **ACTUAL COST**

Temporary Construction Service Charge (Non-Refundable) \$ 50.00

Bulk Water Purchases

- a. Hydrant Tap (Up to 3,000* cf) \$50.00
- b. Bulk Water (City Service Center). . . **ACTUAL COST**
704 Arlington Ave (Monday-Friday, 7:30am-2:30pm)

Septic Tank Waste Discharge Permit \$50.00

** Buy from Collection Window at City Hall (Monday-Friday, 8:30am-4:30pm) – Take white slip to Wastewater Treatment Plant on Coble Ave (Monday-Friday, 7:00am-3:00pm excluding holidays).

Removal of Sanitary Sewer Tap / Water Tap \$500.00

Upgrading Water / Sanitary Sewer Tap **SEE NOTE**

***Note:**

- a. If a customer request to upgrade the tap size before the tap has been installed, the customer shall pay the price difference of the tap size.
- b. If a customer request to upgrade to the existing tap size, the customer shall pay the full price of the requesting tap size.