

CITY OF SOUTH FULTON
UTILITY BILLING POLICY

Requirements for new service:

1. A completed application from City Hall.
2. One (1) form of identification (must be a valid, government issued picture ID).
3. Owners must provide proof of ownership and lessees/renters must provide a current lease/rental agreement.
4. Connection fee of \$20 per trip.
5. Deposits: Owner- Water.... \$50, Gas.... \$100
 Lessee/Renter- Water.... \$100, Gas.... \$200

All deposits shall remain on the account until account closure. At closure, any unpaid balance for utility services shall be paid in full or have the deposit applied against it with any remaining balance to be paid by the customer. Any excess credit balance of a deposit shall also be refunded to the customer after closure.

All properties will be required to have either a Lessee/Renter or Owner deposit. The only exception to this is an owner temporarily adding service(s) to clean, repair, or provide maintenance to said property. Owner must also have full deposits up at residential address or on file as an owner. Service charges will also still apply.

6. The City will not accept or allow guarantors for accounts. Every customer who has an account with the City will be required to put up their own deposits. Any current customer with a guarantor will need to contact City Hall to make arrangements to put their own deposit on the account within 90 days of this Policy becoming effective or service will be subject to disconnection. Letters explaining the change will also be mailed to such customers.

Billing and Collection Procedures:

1. The City's utility bill includes charges for water, sewer, gas, and refuse (garbage).
2. The water and gas meters are read and the utility account is billed once a month. The timing of the billing will be by the service location, either Rural or City:

	Mailing Date	Payment Due Date	Cut Off Date	If Weekend or Holiday
Rural	25 th of each month	5 th of following month	12 th of the month	Next business day
City	30 th of each month	12 th of following month	19 th of the month	Next business day

3. Garbage collection service is billed by the City to the customer and provided by the waste management company contracted with the City for such service.
4. All water customers inside the city limits are required to have garbage collection service with the contracted waste management company.

Delinquency processing:

1. Non-receipt of the bill by the customer from the City does not relieve any customer of payment and/or penalty for utility services rendered.
2. 10% penalty is assessed if full payment is not received by the City by the payment Due Date.
3. If full payment is not received before the Cut Off Date, water and/or gas service will be disconnected on the Cut Off Date with meter readings recorded.
4. Customers that receive separate bills for water and gas and/or customers that have main water meters and yard meters must pay all bills. If full payment for all bills and services is not received by the City before the Cut Off Date, water and gas service will be disconnected on the Cut Off Date with meter readings recorded.
5. Accounts not paid in full by 4pm the last business day before Cut Off Day will be charged a \$50 delinquency fee, this including all methods of payment. A meter does not have to be cut off to be charged a delinquency fee.
6. If cut off falls on a weekend, balances must be paid in full by 4pm on the previous Friday. If cut off falls on a holiday, balances must be paid in full by 4 pm the prior business day.
7. If any meter is unlocked or tampered with in any way after disconnection the customer will also be charged a fee of: (1) \$35 for the first occurrence; and (2) \$50 for the second and subsequent occurrences. If a customer in any way hinders or blocks access to any meter, additional costs for disconnection will apply at cost to be determined on a case-by-case basis.
8. To restore any service on the same day, full payment must be received by 3 pm. Any services will not be restored outside of regular working days and hours.
9. Full payment of past due bills and all applicable fees are required to reinstate any services that have been cut off.
10. A person 18 years or older must be at the address that has been cut off and have access to service locations in order for the City to reinstate water and/or gas services.
11. Any insufficient, declined, or returned ACH's, checks, or other payment methods must be paid in full by the customer within 24 hours of the City being notified of the same, unless the City is aware at the time of presentment of payment. If the Customer has not paid any insufficient, declined, or returned payment that the City is not immediately aware of within such 24 hours, services will be cut off the next business day. If the City is immediately aware of any insufficient, declined, or returned payments, then services will be subject to cut off as usual. The Customer will also be responsible for a \$30 fee charged for any such insufficient, declined, or returned ACH's, checks, or other payment methods. This fee is due with the insufficient, declined, or returned ACH's, checks, or other payment.

Methods of payment:

1. In person – at City Hall during normal work days and hours.
2. By mail – Please allow 7-10 days for delivery on or before the due date. The customer assumes the risk of paying by mail that it will not be received by the City in a timely manner on or before any due date/cut off date.
3. Drop box (located by the drive thru window at City Hall) - Only opened at 8:00 am Monday – Friday.
4. ACH (Bank draft) – the payment is drafted from your account on the due date.
5. Online - <https://southfultontn.com/>

Additional information:

1. To verify accuracy of the bill a customer may request to have the meter re-read. If it is determined that the reading is incorrect, the bill will be corrected. If it is determined that the reading is correct, a fee of \$20 will be charged to the customer's utility account. Every customer shall request a meter to be reread at no cost once per calendar year if the meter was read correctly.
2. A payment extension on a bill is allowed once per calendar year and must be requested in writing prior to cut off. Request forms are available at City Hall. The extension grants the customer one additional week to make payment, and any such payment will include late charges. Rural extension payments will be due by 4 pm on the 18th of each month. Any City extension payments will be due by 4 pm on the 25th of each month.
3. In hardship cases, the City Manager or his/her designee in his/her absence may approve monthly installment payments not to exceed six (6) months. Hardship is defined as a water and/or gas bill over \$500.00. Any such customer must pay their current bill and hardship installments, and if it is not paid, services shall be cut off. The entire amount of the bill and any hardship arrangement will become due in addition to any reconnection and other applicable fees before services will be restored. This arrangement can only be given once per 12 months.
4. The City will not offer indefinite payment arrangements to customers. All customers must adhere to the due date and cut off date listed on their bill. Letters to current customers with arrangements will be mailed to any affected customers explaining the change.
5. The City's gas department employees will not inspect or light pilot lights. Gas customers should contact a qualified expert to inspect and light the pilot light before using any gas appliance each season.
6. The City shall not be liable for any loss or damage resulting from the discontinuance of any services.