

## IMPORTANT INFORMATION ABOUT YOUR UTILITY SERVICE

The deposit on your account is retained by the City until the account is closed. At that time the deposit will be used to pay the final bill and any remainder refunded to the account holder. The service charge is nonrefundable.

RESIDENTIAL CUSTOMERS: There will be a charge of \$13.50 on your bill for GARBAGE. This is for household garbage collection. Garbage pickup days are as follows:

EAST OF DESOTO AVE (Hwy 17 S) – Tuesdays and Fridays

WEST OF DESOTO AVE (Hwy 17 S) – Mondays and Thursdays

Garbage pickup begins at 6:30 AM. Be sure your garbage is out by that time. If your garbage is missed, call PUBLIC WORKS at 494-4334 before 1 PM.

Furniture, boxes, appliances, carpet, etc. are considered SPECIAL TRASH and will require a Special Pickup. Call PUBLIC WORKS at 494-3678 to arrange for this service. There is a minimum charge of \$10.00 per pickup.

The City does not pick up garbage outside the city limits. Call Womack Sanitation at 494-1580 to arrange trash pickup outside the City.

You will be billed monthly. Your bill is due 18 days after mailing. We DO NOT send delinquent notices! Any account not paid within fourteen (14) days of the due date will be disconnected. Bills may be paid by cash, check, money order, VISA or MasterCard.

A minimum bill will be charged for accounts that are not being used while customers are gone or on vacation, unless account has been previously put on vacation by the customer.

Any damage caused to the Meter Assembly (i.e. box, register, etc.) will be charged to the current customer.

A reconnection fee of \$25.00 will be charged EACH TIME personnel are dispatched to disconnect water for non-payment whether or not the water is turned off. *When service is shut off for non-payment, customer must pay before 2 pm or service will not be restored until the following day.*

If a customer is disconnected for non-payment two (2) times within six (6) months, they will be required to pay an additional deposit fee prior to the water service being reconnected.

A service charge of \$20.00 will be assessed on all returned checks.

Transfer to another address MUST be handled in person and you must have proper identification to transfer an account. You will also have to provide a lease or proof of purchase for the new address to open a water account.

Disconnection of water service MUST be done in person with a photo ID. If it is necessary to have someone other than yourself request disconnection, you must send a letter with a copy of your ID and the name of the person authorized to disconnect your water. They will have to provide a picture ID with the name provided in the letter.

City Hall hours are 8 AM – 4:30 PM Monday through Friday. The phone number for the billing department is 494-3678. Our after hours number, for EMERGENCIES ONLY, is 494-1626.

For your convenience there is an after hours drop box at City Hall to put your payments in. The box is located at the foot of the Monroe Avenue stairs.