

CYCLE 1

Bills are due IN FULL by 5 p.m. on the 5th of every month, after 5 p.m. there will be a 10 (ten) percent penalty added to the account. If the bill is still not paid IN FULL by the 11th at 5 p.m., a \$30.00 service fee is added to the bill. This service fee includes shutting off and turning the meter back on. This fee is applied to the bill even if the meter is not shut off.

If the bill for a shut off account is paid after 4:30 p.m. on a normal business day or the weekend, there is a \$60.00 fee required for same day service restoration. If it's a legal City holiday, the \$60.00 fee is required for service restoration.

City Ordinance #8373, Section 7 states that bills must be paid by the due date to avoid these fees.

City Ordinance #9339, Section 1(d) states that customers who are delinquent (payment not received before shut off date) on their account more than 3 times in a 12 month period will require a deposit on their account. This deposit will be required regardless of ownership, business classification or residential status.

City Code, Section 42-33 obligates our office to notify any Landlord, via letter or email, whose tenant is in shut off status.

Signature

Date