

**Sec. 8-2009. - Payment for service; service fees.**

All bills for utility services, including but not limited to electricity, water, sewer, garbage, sanitation, and security lights, are due and payable in full upon receipt.

- (a) *Rates.* All rates for utility services shall be recommended by staff and approved by the city council. Said rate structure and tables shall be available for inspection at city hall and on the East Point website.
- (b) *Statements.* Utility bills shall include charges for electricity, water, sewer, storm water and sanitation. Statements shall include the following information:
  - (1) The date of the utility bill;
  - (2) The time period for the services covered by the utility bill;
  - (3) The utility charges and/or installment and surcharge due;
  - (4) The date when the payment is due in full;
  - (5) Notice of whether the utility bill is based on an actual or estimated measurement of the amount of utility service supplied;
  - (6) Notice of any past due amounts.
- (c) *Payment location.* Bills shall be paid in person or by mail at the location(s) specified by Customer Care, or if such service is available, bills may be paid on-line.
- (d) *Method of payment.* Bills may be paid in cash, by money order, cashier's check or personal check. If a customer has had a check for payment of a utility bill returned by the bank for nonpayment, account closed, payment stopped, or similar reasons two (2) or more times in a twelve-month period, a personal check will not be accepted for the next twelve-month period. Any check so returned by the bank or credit union shall render the account as 'unpaid' and the city's approved returned check fee will be charged to the customer along with any late fees.
- (e) *Due date.* All utility bills must be paid by the twenty-first (21st) day (the "due date") following the billing date.
- (f) *Late fee.* Customers who have not paid their bills by the due date shall pay a late fee in addition to payment of the total amount of the utility bill beginning on the twenty-second (22nd) day following the billing date. Said fee shall be proposed by Customer Care, and upon approval by the city council, shall be posted in a public place in Customer Care and on the city's website.
- (g) *Budget billing.* Residential customers with no delinquent payments in their payment record for a one-year period may chose the budget billing option for payment of electric services. Under this option, the customer's charge ("budget billing payment") for monthly electricity during the next subsequent twelve-month period shall be based upon an average of monthly charges for the preceding twelve-month period ("prior average payment"). The budget billing

payment shall be calculated by the city annually for each customer that elects to use the budget billing option. The budget billing payment shall be a calculation of the prior average payment modified for collection of any previous accumulated budget difference plus estimated rate and use increases or decreases identified by Customer Care. In the event the customer moves out of the city or elects to terminate budget billing, the customer shall owe the city any accumulated budget difference ("deficit") between the actual and the budget billing. In case of a surplus accumulation ("surplus"), the city shall apply the surplus to the next actual billing until used or reimburse the customer when service is completely terminated. In the event the customer elects to renew budget billing for an additional annual term, any deficit or surplus from the previous term will be applied to the new budget billing payment for collection during the new term.

- (h) *Billing for multi-family dwelling or complex.* All existing multi-family buildings (i.e. apartments, townhomes, condominiums, mobile home parks) with a utility owned master meter shall be billed for a monthly minimum charge on each single family residential unit, (total number of units will be determined by the plat submitted and approved by planning and zoning) whether occupied or not, located upon the multiple residential premises, plus any excess water used above the calculated minimum charge. To the extent the owner of the multi-family dwelling unit does not desire to be billed for condemned units, such owner must provide Customer Care with a copy of a certificate of condemnation for such unit along with a copy of the plan for rehabilitation or demolition pursuant to section 7-8002 of the City of East Point Code of Ordinances. Whenever it is necessary for Customer Care to notify the residents of a multi-family dwelling of pending termination of services due to non-payment of water and sewer bills, a charge of one dollar (\$1.00) per residential unit will be assessed against the account in order to recover the associated administrative costs incurred by the city.
- (i) *Unpaid utility charges.* After a utility account has remained unpaid for one hundred twenty (120) days or more, there shall be an automatic lien on the property for unpaid utility charges when such property owner has incurred the unpaid utility charges.

(Ord. No. 007-13, 3-18-13)