

# Utility Customer Service Policy

## Schedule of Fees: Schedule A

### Meter Test Fee

Water	In-House - 1st Test Free, \$60 (if meter does not test within ANSI/IEEE standards, no charge) Third Party - Actual Cost (if meter does not test within ANSI/IEEE standards, no charge)
Electric	In-House - 1st Test Free, \$60 (if meter does not test within ANSI/IEEE standards, no charge) Third Party - Actual Cost (if meter does not test within ANSI/IEEE standards, no charge)
Security Deposit	charge)

**Residential Deposit Only:** Half, at minimum, is due upon application and any remaining amount is billed on up to the first four statements.

### Residential Service Includes Electric Service

- Two-month (2) average of residence or similar sized residence with a maximum of \$400.00, or
- A letter of reference from a similar utility (i.e. if electric service is included the previous electric provider) for the twelve (12) months prior with perfect payment history, or
- A Certification Letter for Victim of Family Violence Waiver for Electric and Telephone Service Deposit, or
- A City Manager approved co-signer within a second degree on the consanguinity kinship chart that has an active account with the City.
- With twelve (12) months of perfect consecutive payment history, zero (0) penalties, zero (0) cutoffs, zero (0) returned checks and/or ACH rejections; the deposit will be refunded via a credit to the active utility account.

### Residential Service Excludes Electric Service

- Two-month (2) average of residence or similar sized residence with a maximum of \$300.00, or
- A letter of reference from a similar utility for the twelve (12) months prior with perfect payment history, or
- A City Manager approved co-signer within a second degree on the consanguinity kinship chart that has an active account with the City.

With twelve (12) months of perfect consecutive payment history, zero (0) penalties, zero (0) cutoffs, zero (0) returned checks and/or ACH rejections; the deposit will be refunded via a credit to the active utility account.

**Residential Services for The Department of Housing and Urban Development (HUD)** - \$200 for the inspection process. If the purchase occurs then the additional \$200 will be billed on the account with inspection consumption. If the purchase does not occur then the remaining deposit is returned after the consumption deduction for inspection has been made.

Residential Service Addition for Previously Delinquent Account	\$100.00
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Residential Building additional security deposit for Water/Wastewater	\$850.00
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**Commercial Account**

- a) One-sixth (1/6) of the estimated annual billing,
- b) If the deposit required exceeds \$500.00, the applicant can provide a performance bond in the amount of the deposit, or
- c) An irrevocable letter of credit from an approved banking institution guaranteeing payment on demand to the City in the amount of the deposit.

<b>Irrigation Meter Only</b>		\$200.00
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**Service Initiation Fee** (Billed on first statement.)

<b>New or Reconnection</b>	Regular Hours	\$37.00
	Non-Payment	\$43.00
	After Regular Hours	\$85.00
<b>Moving/Transfer of Current Account</b>	Regular Hours	\$37.00
	After Regular Hours	\$85.00
<b>Landlord Connection Fee</b>	Regular Hours	\$15.00
	After Regular Hours	\$85.00

<b>Collection Fee (Late Charge)</b>	5% of account balance
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<b>Returned Check and ACH Rejection Fee</b>	\$30.00
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<b>Theft of Service</b>	First Occurrence	\$150.00
	Second Occurrence	\$200.00
	Third Occurrence	\$400.00

<b>Recycling Cart</b>	One-Time Cart Fee	\$10.00 per cart (one-time purchase)
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<b>Curbside Recycling Service</b>	\$9.50 per Month
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**Re-Read** – Two free per Year. If City is wrong it does not count against two free, if City was correct, then fee applies.  
\$43.00 per re-read

**AMS Meter Opt-Out Fees**

Water only one-time service fee	\$43
Electric only one-time service fee	\$43
Water and electric one-time service fee	\$86
Water only monthly fee	\$21
Electric only monthly fee	\$21
Water and electric monthly fee	\$29