



UTILITY BILLING & COLLECTIONS – CUSTOMER SERVICE POLICY

City of Granite Shoals

Telephone: (830) 598-2424

Billing and Collections

Fax: (830)598-6538

Hours of operation: 8 am to 5 pm

Website: www.graniteshoals.org

APPLICATION FOR SERVICE

To begin Utility Services, each customer must complete an application for service. By completing the application and service agreement the customer agrees to pay for all charges for service and abide by the policies presented here. All applicants must provide proper identification and correct information when they apply for service. Upon approval of the application, a customer service representative will contact you to discuss service availability.

DEPOSITS

Each customer is required to provide a deposit to begin new service. Deposits may be paid by check, cash, credit/debit card or money order. Deposit amounts are based upon a customer's classification, commercial or residential, and whether the service address is within or outside City limits.

Residential customers who currently have service with the City of Granite Shoals but are moving to another location within the City's service area may transfer their deposit provided their account is in good standing. Commercial customers must provide a deposit for new service regardless of previous service with the City.

Deposits will be refunded to customers when the account is closed. The deposit will be applied toward payment of the final bill and any remaining amounts will be refunded to the customer. If an account becomes delinquent an additional deposit may be required to continue service.

MONTHLY BILLING

The City reads all meters each month. Meters are generally read the first week of the month for the consumption occurring during the previous month. The City bills in arrears so each monthly bill includes consumption for the previous month. Bills are typically generated and mailed to customers around the 25th day of the month. Bills are due by close of business on the tenth (10th) day of each month after the month for which such service was furnished. Close of business is 5:00 p.m.

PAYMENT

There are several payment methods available to customers. The City accepts checks, cash, money orders and credit/debit cards. Payment may be made at the Utility Billing & Collection office of City Hall located at 2221 N. Phillips Ranch Road Monday through Friday, 8:00 a.m. to 5:00 p.m.

LATE FEES / DELIQUENT FEES

If payment for services is not made on, or before, the close of business on the tenth (10th) day of the month for the previous month's service, the City shall assess a late fee of \$20.00 and promptly issue a second written notice to the non-paying customer restating the amount owed by the

customer, including the Late Fee. The customer shall be allowed an additional ten (10) calendar days, beyond the tenth (10th) day of the month. If payment is not received by the City by close of business of the twentieth (20th) day of the month, the City shall assess a Delinquent Fee of \$40.00 for the non-payment of a utility bill and the account is subject to disconnection.

DISCONNECTION OF SERVICE FOR NON-PAYMENT

In the event water service is disconnected for failure to pay, water service shall not be reinstated until all of the utility usage charges, the Late Fee, the Delinquent Fee, and any additional Utility Deposit requirements are paid in full to the City.

RETURNED CHECKS

In the event a check, draft, or any other form of payment is given by a Person to the City for payment of services provided and the payment is returned by the bank or other similar institution as insufficient or non-negotiable for any reason, the City shall notify the customer and require immediate redemption of the returned instrument. Redemption of the returned instrument shall be made by cash, money order, or certified check. The City shall disconnect service for failure to meet these terms.