

City of Newberry
UTILITY BILLING POLICY INFORMATION

DEPOSITS

The City of Newberry requires a **Deposit** to secure payment of bills as they mature.

As per **ORD 32-07: "Deposits for Utility Services"**

Deposit requirements vary as to the credit status of any given customer. The City will conduct a **credit check** to determine the deposit requirement for each customer.

- **Application Fee/Deposit Charges on Existing Accounts:** New customers will be charged an **application fee of \$15.00** to defray the costs of a credit check. The City reserves the right to review existing deposits and payment status on any customer at any given time, and to adjust those deposits to reflect an adequate security deposit.
- **Deposit Requirements:** Deposit requirements vary based upon credit worthiness but in any event will be **no less than \$150.00** or an equivalent up to **2 times the highest month's service usage** for the service address. Deposits may be adjusted at the discretion of the City subsequent to determining normal usage.

METER READINGS

Meters are read around the **first week** of the month. Meter readers need to have access to read meters on meter reading days.

IF YOUR METERS ARE NOT READ "REMOTE" AND PETS ARE KEPT WHERE METERS ARE LOCATED, PLEASE MAKE ARRANGEMENTS TO HAVE PETS TIED UP OR KEPT INSIDE HOUSE DURING READING DAYS. IF SUCH ARRANGEMENTS ARE NOT MADE A \$25 FEE WILL BE CHARGED FOR SECOND READINGS.

BILLING PROCEDURE

As per **ORD 11-10 "Billing Procedures, Delinquencies and Miscellaneous Charges"**

- **Payment of Bills:** Bills for services will be rendered **monthly** by the **first** of the **month**, but the rendering of bills is not an obligation on the part of the City, and failure of the consumer to receive such bill shall not release nor diminish the obligation of the consumer with respect to payment thereof. Such bills for services are due and payable when rendered. **IF BILL IS NOT RECEIVED BY THE 3rd OF THE MONTH, PLEASE NOTIFY OUR OFFICE.**
- **Delinquencies:** Bills become **delinquent** if paid after 4:30 pm of the **business day** on the **15th day of the month** after being rendered. A **\$10.00 late fee** will be applied to your account after 4:30 pm.
- **Disconnection of Services:** Customers are subject to **disconnection** after the **20th day** of the **same month** and until bill is paid in full. **NOTE:** Any hardship payment extension need to be arranged by the **20th day**. No extensions accepted after such date.
- **Returned Check Charges:** If a **check is returned** for insufficient funds to the City your account will be notified by the City and a **\$21.00 posting fee** plus a **\$9.00 bank charge** (along with the amount of your check payment) must be paid in full by the **end of the next business day** or services will be disconnected.

RECONNECTION OF SERVICE

As per **ORD 11-10**, if service is disconnected for non-payment a reconnect charge will be due and should be paid prior to service being reconnected. The cost of reconnection is:

- **\$25.00 reconnect fee** if connected during **normal business hours**, or
- **\$45.00 reconnect fee** if connected **after business hours**.

IF YOU NEED TO RECONNECT AFTER HOURS PLEASE CALL CITY HALL AT (352)472-2161 AND FOLLOW INSTRUCTIONS. ARRANGEMENTS FOR RECONNECTION WILL BE MADE PROVIDING THE ACCOUNT IS PAID IN FULL BY CHECK OR MONEY ORDER AT SUCH TIME.

MISCELLANEOUS CHARGES

Meter Tampering Charge: If the City finds that a meter has been tampered with, a **\$50.00 meter tampering charge** will be added to the customer account. Additional action by the States Attorney's Office may be considered at the option of the City.

Meter Test Charge: The City will conduct one (1) meter test for free in a 12 month cycle upon request. If additional request are made there shall be a **\$45 charge** if the meter is found to be **accurate** and **no charge** if the meter is found to be **inaccurate**.

Energy Audit: The City provides energy audits **free** of charge.

ACCESS TO PREMISES

Consumers shall grant duly authorized city employees, without cost, access to their premises for the purpose of rendering their services.

Services to include:

- Reading meters.
- Installing or removing any of its properties.
- Any purpose incidental to the rendering of service.

In the event that any access is precluded or denied due to locked gates or fences, animals, shrubbery, or the city is otherwise temporarily prevented access, the City shall:

- **Estimate** the consumer's **monthly bill** based on prior electrical consumption.
- **Notify the consumer** by certified mail that the meter is inaccessible and that the consumer must make special arrangements for a city representative to gain access to the meter.
- A **\$25.00 charge** will be assessed to the consumer's utility bill for the specially arranged reading and inspecting of the consumer's meter.

FAILURE TO ARRANGE ACCESS FOR A PERIOD OF 3 CONSECUTIVE MONTHS SHALL RESULT IN TERMINATION OF SERVICES.

CURRENT SERVICE RATES:

ELECTRIC

Residential

All KWH'S \$ 0.1000
Service \$ 7.50

Commercial (Non-Demand)

All KWH'S \$ 0.1102
Service \$ 7.50
Single 3Phase \$ 8.50

Commercial (Demand)

All KWH'S \$ 0.0678
Service \$ 15.00
All KW Demand \$10.00/KW

Commercial (Large Demand)

All KWH'S \$ 0.06550
All KW Demand \$ 9.00/KW
Service \$ 45.00

SECURITY LIGHT

MV Light \$ 9.00/month

Installation \$ 50/without pole \$150/with pole

WATER

Residential & Commercial

Base Rate (first 4,000 gals) \$14.00
4001 to 5000 \$1.75/thousand
5001 to 10000 \$2.25/thousand
10001 to 20000 \$2.75/thousand
20001 and up \$3.15/thousand

GARBAGE

Residential Only (Business Svcs Arranged directly w/Waste Pro)

Services Provided by Waste Pro, phone # (386)462-2500

\$19.97/month (Twice-per-Week)

Garbage Pickup – Monday & Thursday (All City)

Yard Waste Pickup – Wednesday (All City)

Recycling – North of Hwy 26 - Mondays

South of Hwy 26 - Wednesday

SEWER (Related to Water Usage)

Residential

Base Rate (first 4,000 gals) \$30.26
4001 and up \$42.26

Commercial

Base Rate (first 4,000 gals) \$30.26
4001 and up \$2.10/thousand

Industrial

Base Rate (first 18,000 gals) \$103.76
18,001 and up \$2.10/thousand

If you have any questions with reference to your bill or our services, please contact our office at **(352) 472-2161 (Ext. 102-103)** and our experienced staff will be ready to assist you.

CITY HALL WILL BE CLOSED ON THESE DAYS TO OBSERVE THE FOLLOWING HOLIDAYS:

NEW YEARS DAY, MARTIN LUTHER KING'S BIRTHDAY, GOOD FRIDAY, MEMORIAL DAY, INDEPENDENCE DAY, VETERANS DAY, LABOR DAY, THANKSGIVING DAY, DAY AFTER THANKSGIVING, CHRISTMAS EVE & DAY