

## UTILITY BILLING POLICY INFORMATION

Please be aware that fees assessed are at the discretion of the Customer Service Department.

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### INITIAL APPLICATION & FEES

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⇒ **Application & Activation Fee — \$75.00**

- ◆ New customers will be charged \$75.00 for setting up new accounts.
- ◆ Same day activation will assess the following charges
  - During Business Hours      \$25.00
  - After Hours                      \$75.00

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### DEPOSITS FOR UTILITY ACCOUNTS

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⇒ **Residential Customer — \$0.00 to \$440.00**

- ◆ Deposit requirements vary based upon credit worthiness or may be an amount equivalent to up to 2 times the highest month's usage for the service address during the preceding 12 months.
- ◆ Existing deposits and payment status are subject to review on any customer at any time to adjust the security deposit adequately.

⇒ **Commercial Customers — minimum \$400.00**

- ◆ Deposit will be based on 2 times the highest month's usage for the service address and the business type involved.

⇒ **Financial Institutions, Realtors, Property Management, and Landlords — minimum \$200.00**

- ◆ Deposit will be based on credit score.
- ◆ Deposit rate may vary.

⇒ **Deposit Transfer — Residential customers**

- ◆ May apply deposit to new service address in event of service address change. Deposit will be immediately transferred to new location and customer will be responsible to pay final balance due.
- ◆ New service address subject to disconnection if previous final balance becomes outstanding. The account will then be reviewed to meet deposit requirements.
- ◆ Customer must provide written consent to Utility Billing to transfer deposit to another individual.

⇒ **Refund of Deposit**

- ◆ Deposits will be applied to the final account bill; or
- ◆ Credited to the thirteenth bill following twelve consecutive months of a timely payment record (no late payments).
- ◆ Unclaimed deposits become property of the State of Florida after one year of abandonment.

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## BILLING PROCEDURES & DELINQUENCIES

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### ⇒ Payment Options

- ◆ Pay online, in person, over the phone.
  - Debit or Credit Card                      2% Fee
  - Electronic check                              No Fee
  - ACH Bank Draft/Autopay                  1st of every month
- ◆ Drop box located at the back of City Hall by the drive thru. Do not place cash in drop box.

### ⇒ Payment Arrangements

- ◆ Payment arrangement eligibility is determined by customer payment history.
- ◆ Payment arrangements are to be made by the due date.
- ◆ Future payment arrangements may be denied if customer has not kept previous payment arrangements.

### ⇒ Delinquent Bill Penalty Charge

- ◆ Bills will become delinquent if paid after 5:30 pm on the due date.
- ◆ The penalty fee will be administered to any balance due on your account after 5:30 pm on the due date.

### ⇒ Returned Check Charges

- ◆ Customers will be notified by the City for returned payments received.
- ◆ Returned payments along with the return fee must be paid by in full by cash or money order 24 hours after being notified by City to prevent service disconnection.
- ◆ Three returned check in a twelve month period will result in a cash only account.
- ◆ Returned check fees are:
  - Check value less than \$50.00                      \$25.00
  - Check value \$50.01 to \$300.00                      \$30.00
  - Check value \$300.01 to \$1,000.00                      \$40.00
  - Check value greater than \$1,000.00                      5% of check value

### ⇒ Disconnection of Services

- ◆ Accounts with an outstanding balance are subject to disconnection on the fifth business day after the due date.
- ◆ Accounts with returned payment is subject to disconnection.
- ◆ All accounts are subject to following disconnection fees
  - Disconnection (non-AMI)                              \$100.00
  - Disconnection, failure to provide access                      \$200.00

### ⇒ Reconnection of Service & Charges

- ◆ Accounts are subject to the following reconnection fees:
  - Business hours reconnection (non-AMI)                      \$100.00
  - After hours reconnection (non-AMI)                      \$25.00/hour, over time
  - After hours non-pay reconnect (AMI)                      \$75.00

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## MISCELLANEOUS CHARGES

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- ⇒ **AMI Opt Out—\$10.00/month**
  - ◆ If you wish to opt out of AMI, your account will be charged \$10.00 a month.
- ⇒ **Meter Tampering Charge — \$100.00**
  - ◆ If the City finds that a meter has been tampered with, the account will be assessed a \$100.00 charge.
  - ◆ Additional action by the States Attorney’s Office may be considered by the City
- ⇒ **Meter Test Charge — \$0.00 to \$60.00**
  - ◆ The City will conduct one (1) meter test for free in a twelve month cycle upon request.
  - ◆ Additional meter test requests will assess a \$60.00 charge to the account if meter is found to be accurate. No charge will be assessed if meter is found inaccurate.
- ⇒ **Energy Audits—\$0.00 to \$45.00**
  - ◆ The City will conduct one (1) energy audit for free in a twelve month cycle upon request.
  - ◆ Additional energy audit requests will assess a \$45.00 charge to the account.
- ⇒ **Collections**
  - ◆ Any final delinquent bills that have not been paid by the due date stated on the bill shall be assessed a 20% collection fee applied and sent to collection agency.

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## METER READING & ACCESS TO PREMISES

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- ⇒ **Non-Meter Access Fee — \$25.00**
  - ◆ Consumers shall grant duly authorizes city employees, without cost, access to their premises for the purpose of rendering their services.
  - ◆ Services to include:
    - Reading meter
    - Installing or removing any of it’s properties
    - Any purposes incidental to rendering of services
  - ◆ Meters are read the last week of the month. Meter readers must have access to the property where meters are not read remotely.
  - ◆ In the event that any access is precluded or denied due to locked gate, fences, animals, shrubbery, or City is otherwise temporarily prevented access, the City shall:
    - Estimate the consumer’s monthly bill based on prior consumption
    - Notify the consumer by certified mail that the meter is inaccessible and they must make special arrangements for City representative to gain access to meter.
    - Consumer will be charged \$25.00 to their account for the special arrangement reading and inspecting of meter.

## ELECTRIC SERVICE RATES

### ⇒ Residential

- ◆ Energy Charge
  - \$0.1076 per KWH
- ◆ Customer Charge, per month per meter
  - Single Phase Service \$9.93
  - Three Phase Service \$11.51

### ⇒ Commercial (Non-Demand)

- ◆ Energy Charge
  - \$0.1181 per KWH
- ◆ Customer Charge, per month per meter
  - Single Phase Service \$11.51
  - Three Phase Service \$12.55

### ⇒ Commercial (Demand)

- ◆ Demand Charge \$10.71 per kW
- ◆ Energy Charge \$0.07426 per KWH
- ◆ Customer Charge \$47.04 per month

### ⇒ Industrial (Large Demand)

- ◆ Demand Charge \$10.71 per kW
- ◆ Energy Charge \$0.07426 per KWH
- ◆ Customer Charge \$47.04 per month

### ⇒ Security Light

- ◆ Security lights will be provide upon request for a one-time installation fee of actual cost of materials
- ◆ Roadway Street Lighting Monthly Rental Fee
  - 40 watt LED\* \$9.41
  - 110 watt LED\* \$12.02
  - 400 watt LED\* \$15.16
  - 100 watt HPS \$9.41
  - 250 watt HPS \$13.60
  - 400 watt HPS \$15.16  
(\*equivalent)
- ◆ Private Area/Flood Lighting Monthly Rental Fee
  - 40 watt LED\* \$9.41
  - 110 watt LED\* \$12.02
  - 250 watt Flood \$13.60
  - 400 watt Flood \$15.16  
(\*equivalent)

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## WATER SERVICE RATES

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### ⇒ Residential

- ◆ Customer Charge     \$10.37 per month per meter
- ◆ Water Consumption Charge
  - 0– 4,000 gallons             \$2.55 per thousand
  - 4,001—8,000 gallons       \$3.44 per thousand
  - 8,001 gallons and above     \$5.16 per thousand

### ⇒ Nonresidential Service (Commercial, Industrial, Hydrant, and Fire Line)

- ◆ Customer Charge     \$14.95 per month per meter
- ◆ All consumption       \$3.43 per thousand

### ⇒ Irrigation (Residential and Nonresidential)

- ◆ All consumption       \$5.16 per thousand

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## WASTEWATER SERVICE RATES

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### ⇒ Residential

- ◆ Customer Charge     \$10.10 per month per meter
- ◆ All Consumption       \$6.58 per thousand (capped at 15,000 gallons)

### ⇒ Nonresidential Service (Commercial and Industrial)

- ◆ Customer Charge     \$15.22 per month per meter
- ◆ All consumption       \$7.93 per thousand

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## GARBAGE SERVICE RATES

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Garbage is provided by Waste Pro.

Please call City Hall at 352-472-2161 Ext 1 for bulk item/white good pick up requests, missed garbage, or any garbage issues.

### ⇒ Residential — \$18.00/month

- ◆ Garbage is provided by Waste Pro, 386-462-2500
  - Garbage                             Mondays & Thursdays
  - Yard Waste                         Wednesdays
  - Recycling,                         Mondays (North of 26) or Wednesday (South of 26)
  - White goods/bulk items         Thursdays

### ⇒ Small Commercial Accounts — \$25.50/month

- Garbage                             Mondays & Thursdays
- Yard Waste                         Wednesdays
- Recycling,                         Mondays (North of 26) or Wednesday (South of 26)
- White goods/bulk items         Thursdays

## GARBAGE SERVICE RATES, CONT'D

### ⇒ Large Commercial Accounts — per month

- ◆ Yard Debris Service                      \$15.00
- ◆ Front Loader Container
  - 2 yard dumpster            \$58.00 1x week            \$116.00 2x week
  - 4 yard dumpster            \$116.00 1x week            \$232.00 2x week
  - 6 yard dumpster            \$174.00 1x week            \$348.00 2x week
  - 8 yard dumpster            \$232.00 1x week            \$464.00 2x week
- ◆ Front Loader Container Charge for Cardboard Recycling
  - 2 yard dumpster            \$20.00 1x week            \$40.00 2x week
  - 4 yard dumpster            \$40.00 1x week            \$80.00 2x week
  - 6 yard dumpster            \$60.00 1x week            \$120.00 2x week
  - 8 yard dumpster            \$75.00 1x week            \$150.00 2x week

### ⇒ Additional Services and Charges

- ◆ Small Commercial Accounts
  - Additional garbage container (32 gallon)            \$5.00 per container/per month
  - Additional garbage bags                                \$3.00 per bag
- ◆ Large Commercial Accounts
  - Excess garbage charge                                    \$27.50 per yard  
(Volume greater than container size)
  - Container enclosure gate service                      \$5.00 per month  
(Opening, closing)
  - Container lock bar    \$5.50 per month

## MOSQUITO SPRAY SERVICE

### ⇒ Mosquito Spray Service — \$1.00/month

- ◆ City of Newberry uses customer spray requests for it's Mosquito Control Program. After requests are sent to Public Works personnel, they are then confirmed by visual landing count by a licensed applicator, or an applicator operating under the direct supervision of a licensed applicator.
- ◆ The City currently requires a minimum of 6 complaints from a specific section of town to spray. The City is currently divided into 4 sections.
- ◆ A spray truck is scheduled to spray the area and surrounding neighborhoods at night-time. The spraying is only done on public property such as City/County roads, City owned retention basins, etc. We are not permitted to spray private driveways or private property.
- ◆ Our decision to start spraying for mosquitoes is governed by state guidelines (F.S. 388 and F.A.C 5E-13).