

## **CITY OF ELGIN UTILITY CUSTOMER POLICY**

Welcome to the City of Elgin. We are pleased to provide utility service to you, and have compiled this summary of general information regarding the City of Elgin's utility service. If you have questions, which are not addressed here, please give us a call and we will be happy to assist you.

**I. CONTRACT FOR SERVICE.** City of Elgin utility customers are required to contact the Utility office prior to the connection of utilities. A contract for service must be completed in person. Only those persons whose name appears on the contract will be authorized to transact business of any nature regarding utility service. Residential customers must provide proper identification, social security number, location of property to be served, mailing address, employer name and address, name of co-occupant and a personal reference. Commercial customers may be required to provide additional information. Requests from customers for service to be connected, which are received prior to 1:00 P.M., will be worked on the date of request. All other requests will be placed for connection on the following working day.

**II. DEPOSIT REQUIREMENTS.** A deposit is required from all customers to guarantee payment for service used. Deposits are established by the Elgin City Council. Current deposit for new utility customers is \$75.00. Total deposit is required at the time service is initiated.

The City of Elgin will accept a letter of prior payment history from a similar type utility company in lieu of a cash deposit for residential customers. The letter of prior payment history must be presented at the time of application for service. The customer must have had 12 months continuous utility service within the last 18 months and have had no more than 2 late payments, no collection charges, no cut-offs, and no returned checks within the service year. If the letter of prior payment history is received within two weeks of application for new service, the cash deposit will be applied to their account. The letter of prior payment history must show the same name as the person requesting service from the City of Elgin. Letters of prior payment history are not accepted for commercial accounts.

Existing customers who have maintained good credit (defined above) with the City for a minimum of 12 months are eligible for a refund of the deposit. This refund will be applied to their account as a payment.

Accounts which have a letter of prior payment history rather than a cash deposit will be required to post a cash deposit if the account fails to meet criteria for letter of prior payment history. Failure to post cash deposit (when required) will result in the account being subject to cut-off procedures.

Elgin businesses establishing a utility payment history of no late payments in 24 months and maintaining an excellent credit rating (no cut-offs and no return checks) may receive a refund/release of the original utility deposit. Cash deposit refunds will be in the form of a credit on the utility bill. One late payment or a drop in credit rating may require the immediate re-establishment of utility deposit.

When a customer closes their utility account, all funds due to City of Elgin (e.g. traffic fines/court costs) will be collected from utility deposit after final water bill is processed.

**III. BILLING PROCEDURES.** Bills are rendered monthly and will show the essential facts upon which the bill is based. The bill will include the following information – customer name, account number, service address, billing period, meter reading, amount consumed, charge for services, amount due, date due and address, telephone number and office hours of the City of Elgin Utility Office

Water meters must be accessible to City of Elgin personnel for reading and service. If a reading cannot be obtained, a notice will be left on the door and meter reader will return the following working day. If the meter is still inaccessible, the bill will reflect a computer-estimated reading. The due date of the bill shall be fifteen (15) days after the date the bill is mailed. Bills are considered delinquent on the 16<sup>th</sup> and a 10% penalty assessed. Service will be discontinued eight (8) days after the due date. Suspension of service may be deferred when a "Payment Agreement" is entered into with the City. This option is available through the Utility Office. See Section IV for details on Payment Agreements.

When service is discontinued, the City will reconnect service as soon as the reason for the discontinuance of service is resolved. If the reason for the termination of service was the unlawful or fraudulent use of the service, the City may discontinue service without notice. Tampering with any portion of the Municipal Water System can result in a fine of \$100.00. If service is discontinued for non-payment, the full amount of the bill plus \$25.00 reconnect fee must be paid before service is restored. Residential Utility Services will not be disconnected during extreme weather temperatures. Extreme weather temperatures are defined as:

Winter - the projected temperature is 32 degrees F or lower.

Summer - the projected heat index is 100 degrees F or higher.

**IV. RETURNED CHECKS.** All checks returned to City of Elgin for non-sufficient funds (or any reason) will incur a \$30.00 penalty. A standard letter will be sent to the account holder. The returned check must be picked up within five (5) business days of postmark on the letter. Payment, including penalty, must be made by cash, money order or cashier's check. Water is subject to disconnect if returned check and penalty are not paid in full by 4:00 p.m. of the fifth business day. After two (2) returned checks in a 1-year period, all payments must be made by cash, money order or cashier's check.

**V. DEFERRED PAYMENT AGREEMENT.** Bills are due upon receipt and payable in full. The City of Elgin does not accept partial payments on bills. If you are unable to pay a bill in full, the City of Elgin will not discontinue service if a deferred payment agreement is made with the Utility Office **prior to the cut-off date**. Requests for payment extensions made by mail or received in the night depository will not be considered valid and will not be accepted by the City as a Deferred Payment Agreement. In arranging the deferred payment agreement, the City will consider the customer's ability to pay the amount of the unpaid account, the customer's payment history, and the length of time and reason the account has not been paid. Failure to keep a deferred payment agreement may result in denial of future requests for deferred payment agreements. Only two (2) deferred payment agreements will be approved per account in a 12-month period. No deferred payment agreement will extend to the next billing period. Accounts must be paid in full no later than last day of the month.

**VI. TO AVOID DISCONNECTION OF SERVICE DURING EXTENDED ABSENCE.** It is the customer's responsibility to keep the account current. If you will be absent during billing periods or when your bill is due and wish to avoid discontinuation of service, please contact the City of Elgin Utility Office during office hours to arrange for pre-payment of the account, direct payment from your checking account or a deferred payment agreement.

**VII. DIRECT PAY OPTION.** Direct Pay is available to all customers. Customer will receive bill at 1<sup>st</sup> of each month as usual. On the 15<sup>th</sup> of the month, we will draft customer checking account for the full amount due. That gives the customer time to review the billing and address questions to the Utility Office. Contact Utility Office for more details on Direct Pay.

**VIII. CUSTOMER INQUIRIES.** A customer may verify the accuracy of a bill by contacting the Utility Office. Please contact our office regarding any questions you may have on your account. Our representatives are trained to handle customer inquiries promptly. If you have a suggestion for resolving a problem, please state it. Write down the name of the person to whom you talked. If your problem is not handled to your satisfaction, please complete a complaint form, which will be referred to management.

**VIII. INFORMATION.**

Office Hours:	8:00 A.M. to 4:00 P.M. Monday - Friday	
Location:	Utility Office and Night Deposit (City Hall) 8183 State Hwy 17, Elgin, OK 73538	
Mailing Address	P. O. Box 310, Elgin, OK 73538	
Phone Number:	Utility Services	492-5777
	After Hours/Emergency	492-4800