

Utility Bills

Meters are read and utility bills for the monthly charges for the use of the cities' utilities (water, sewer, electric, gas, solid waste) shall be submitted by the City of Grantville to the customer on or before the last day of the billing month.

City of Grantville utility bills shall be due and payable by the end of the business day on the fifteenth (15th) day of the month immediately following. In the event the fifteenth (15th) day of the month falls upon a weekend or a day when City Hall is closed, payment shall be extended until the end of the next regularly scheduled business day.

City of Grantville utility bill payments received after the fifteenth (15th) day of the month will be charged a \$25.00 late fee. In the event the fifteenth (15th) day of the month fall upon a weekend or a day when City Hall is closed and therefore payment has been extended until the end of the next regularly scheduled business day, the late fee \$25.00 will be charged only after the next regularly scheduled business day.

If any City of Grantville bill for utility services shall continue and remain unpaid by the close of business on the twenty-fourth (24th) day of the month immediately following the submission of such bill, the utility services to the customer shall be discontinued or disconnected. Utility services discontinued or disconnected shall not be continued or reconnected until all past due charges, including all penalties have been fully paid, together with a reconnection fee to reestablish services on such discontinued or disconnected accounts. The disconnected and reconnected charges shall be assessed whether or not the utility services have been actually disconnected.

In the event the twenty-fourth (24th) day of the month falls upon a weekend or a day when City Hall is closed, utility services will not be discontinued or disconnected until the end of the next regularly scheduled business day.

Should such utility bill continue to remain unpaid by the end of the twenty-fourth (24th) day of the month immediately following the submission of the bill (or any extension as noted above), the utility service to the customer will be terminated. All bills, penalties and charges will be deducted from the customer's deposit. Any arrearages will be billed to the customer.

Individuals/businesses whose utilities have been terminated will be placed on the disconnect list on the next working day after termination by the Utility Billing Clerk or the City Clerk's office. The disconnect list will be forwarded immediately after completion to the Public Works and Utilities Coordinator. A reconnection fee (\$25.00) will be charged to any individual/business on the disconnect list. The disconnect and reconnect charges shall be assessed/charged whether or not the utility services have been actually disconnected.

All outstanding charges and assessments must be paid prior to any request for utility services to be connected or continued. Requests to connect or continue utility service that have been terminated for non-payment must be received in the City Clerk's office prior to 12:00 pm. On the day utility services are requested to be connected or continued. Requests received after 12:00 pm. will be connected on or continued on the next regularly scheduled business day.

The City of Grantville charges a \$25.00 re-read fee after the 5th of each month if readings are read with no errors.

The City of Grantville offers a Utility Bill Assistance Plan (UBAP) for those customers who cannot pay their entire utility bill. The customer desiring to use the OBAP must pay 50% of their bill by the 20th day of the month the bill is due to be paid and the remainder within 20 days. A customer can only use the UBAP once every 3 months.

There will be NO Extensions Nor Exceptions to the Utility Bill Policy other than the Utility Bill Assistance Plan without documented emergency circumstances.

Adopted April 22, 2019