

Dear Glen Elder Utility Customer:

Please take time to read these policies. By signing the Application for City Utilities and Request for Utility Services, you agree to abide by this policy and all other regulations and ordinances of the City of Glen Elder.

1. Connection fees are \$50.00 each for electric and water meter hook-ups, plus deposits.
2. The city shall collect a utility deposit in the amount of \$75.00 for water service and \$75.00 for electric service, refundable with interest after one year of service if the account is in good standing.
3. Any and all debts previously owed to the city must be paid before service will be established. All outstanding city utility bills must be paid prior to establishing service at another address.
4. Each person of legal age who resides at a premises shall be deemed to have received the benefit of utility service supplied and shall be liable to the city for payment whether or not the service is listed in that person's name.
5. Discontinuance of service can occur for the following: failure to pay bill when due, violation of city ordinances, resolutions or departmental rules, unsafe conditions, tampering, bypassing or unauthorized metering, or denying utility right access to the premises.
6. A statement for utility services will be mailed on or about the last day of each month. Payment for utility services is due on or before the 10th day of the month following the date the bill is mailed.
7. Payment for utility services must be paid in full.
8. A single notification will be mailed after the 11th day of the month advising the utility customer that the bill is past due and must be paid on or before the 20th of the month to avoid service being disconnected.
9. All bills delinquent after the 10th day of the month of the billing are subject to a 10 percent penalty. If the bill is not paid in full by the 20th of the month, the service will be disconnected and will not be reconnected until all past due bills for utility services have been paid in full together with reconnection charges. Reconnection fees are \$50.00 per meter each time a service is reconnected.
10. Termination of service will occur on the next working day after the 20th of the month for utility services remaining unpaid on the 20th of the month.
11. In the event your payment is returned to the city for non-sufficient funds on your account, a charge of \$30.00 plus the amount of the check/bank draft will be due in our office within five days. Only cash, cashier's check or money order will be accepted. The services will be disconnected for non-payment and reconnection charges will apply if proper payment has not been received by the 20th of the month.
12. If you have two payments returned to the city for non-sufficient funds in any 12-month period, you will be required to pay by cash, cashier's check, or money order only for a period of 12 months after the date the city receives notification of the second bad check.
13. Accounts that fall delinquent after services have been disconnected and final billed will be considered currently due until the final payment is received in full. All past due utility bills will be charged 1.5% interest per month (18% APR) from the invoice date until the balance is paid in full. Failure to respond with proper payment will result in legal action to collect this debt. Any and all expenses incurred in collecting this debt will be added to the account for collections.

Sincerely,
The Mayor, Governing Body, and
Employees of the City of Glen Elder

Passed on March 2, 2015 by formal action of the Governing Body of the City of Glen Elder
Revised on 11-12-15