

Security Deposit Requirements

The City of Monroe will require a security deposit for all types of service connections.

The amount of the required deposit will be determined by the currently in-force chart of "Service Deposit Requirements." This chart documents the deposit requirements for residential customers based upon the services they desire and their credit standing. The credit standing is determined when the customer applies for new service or transfers service.

Payment of Utility Bills:

Customers are billed monthly for utility services. Customers will be allowed to pay their utility bill in partial payments each month up to the cut-off date. While partial payments will be accepted, the entire bill must be paid in full by the due date to avoid late fees; the entire bill must be paid in full by the cut-off date to avoid collection and non-payment processing fees and to avoid disconnection of services. Furthermore, if the utility bill is not paid by the cut-off date, the account is subject to the City's usual cut-off policy (*see section Disconnection of Utility Services and Non-Payment Processing Fees*).

Discontinuance/Termination of Service

Discontinuance of service may be in written manner, or by telephone. The customer whose name appears on the service application is the only person who can terminate the service. When making a request by phone, the customer must provide the account number and social security number to help verify their identity. In the event the customer is no longer available, an affidavit from the landlord can be used to terminate service.

Any customer moving from the City service territory must notify the City at least one day in advance of the date they wish services to be disconnected or no later than 2:00 p.m. on the same day they would like services disconnected. No disconnects will be made on the weekends or holidays.

After the disconnection, the City will render a final usage bill based upon the readings at the time of disconnection. Note that timing of the normal billing for the location may mean that you will receive two more bills due and payable to the City after the disconnection date.

Any customer requesting the City to disconnect services will be required to provide a forwarding address and telephone number revision.

Failure to notify the City to discontinue service when you vacate the property will result in continued utility service, and bills. You will be responsible for all charges incurred up until such time as the services are ordered off.

Late Fees

Late fees will be assessed at the rate of 5% of the amount past due with a minimum charge of \$10.00 for all amounts due when not paid by the due date for the billing period in which the charges were incurred..

A customer's bill will be due around the same time each month. If the customer has not received their bill, and it is getting near when the bill would normally be due, the customer should contact a Customer Service Representative at (770) 267-3429 to determine the due date and the amount owed. Failure to receive the bill, even if the customer calls and requests a duplicate to be mailed, does not excuse the customer's requirement to make a timely payment.

Disconnection of Utility Services and Non-Payment Processing Fees

Collection fees will be assessed at the rate of \$10.00 for any billed amount not paid by the cut-off date printed on the customer bill.

Any billed amount not paid by the cutoff date printed on the customer bill causes the account to be subject to service disconnection for non-payment. A non-payment processing fee is added to an account at 8:00 a.m. on the cut-off date. Whether the customer comes in and pays the account before services have been physically disconnected or not, once fees have been added to the account, customer must pay in full the past due bill amount and the non-payment processing fee to keep services from being disconnected. Upon disconnection of service, such service will not be reconnected until all past due amounts are paid in full, including the non-payment processing fee.

The non-payment processing fees are:

Between hours of 8:00 a.m. to 3:00 p.m. on regular business days \$ 30.00

Between hours of 3:00 p.m. to 5:30 p.m. on regular business days \$100.00¹

¹ A \$30.00 non-payment processing fee plus a \$70.00 after-hours reconnect fee.

If all past due amounts are paid in full, including the appropriate non-payment processing fee, prior to 5:30 p.m., reconnect will be made that business day.

Reconnection After Disconnection

If a utility service is disconnected for nonpayment of the bill, the consumer thereof shall have the right to have such service reconnected only upon the payment of the amount due and a reconnection fee as set forth in the schedule of fees and charges on file in the office of the city clerk.

Customers that have a past-due balance after disconnection are subject to collections and are required to pay for postage, second notices, collection fees, court processing fees, and/or attorney fees.



Post Office Box 1249 • Monroe, Georgia 30655
Telephone 770-267-7536 • Fax 770-267-2319

Greg Thompson, Mayor
L. Wayne Adcock, Vice Mayor

City of Monroe – Solid Waste Services

The City of Monroe provides Solid Waste services to all owners, occupants, tenants and lessees of all city buildings and premises for a service fee that is charged on your utility bill once water services are set up. Please complete the following application form.

_____ **Residential service** – A monthly service fee of \$21.67 is charged to your utility bill. Service includes household garbage and recycling pickup (containers and bins provided by City of Monroe Solid Waste Department), bulk trash, yard trimmings, leaves, and limbs picked up once a week.

NOTE: According to City Ordinance 82-7.5, garbage containers **CAN NOT** be placed at the curbside before 5:00 pm the day prior to pick-up and **MUST BE** removed from the curbside by 5:00 pm the day following pickup. Violation may result in a fine for non-compliance.

_____ **County Residents (Green Acres and Park Lake Court)** – A one-time service fee of \$68.47 for the cart and recycling bin (either paid up front or pro-rated over a six-month period) along with a monthly service fee of \$22.94 is charged to your utility bill. Service includes household garbage and recycling pickup only.

_____ **Commercial service** – Please call 770-267-6933 for service fees.

DATE: _____

NAME: _____

EMAIL ADDRESS: _____

ADDRESS: _____

IS THIS A SUBDIVISION? NAME: _____

APARTMENT OR MOBILE HOME PARK? NAME: _____

APT # _____ **LOT #** _____

OLD ADDRESS: _____

DID YOU LEAVE THE OLD ADDRESS VACANT? _____

TELEPHONE NO. (____) _____

ACCOUNT NO: _____

We also provide curbside exemption (backdoor pickup) for physically disabled residents. An exemption form must be filled out and signed by a physician to qualify for this service (service fees still apply).

If you should have any questions, please contact our office at 770-267-6933.

Sincerely,
City of Monroe Solid Waste Department

**Councilmembers: Larry A. Bradley • Myoshia Crawford • Norman Garrett
Lee P. Malcom • Nathan Little • Nathan Purvis • Jimmy Richardson**

CUSTOMER UTILITIES TURN-ON AGREEMENT

I understand and agree that the City of Monroe will turn on the utilities at my residence during my absence. I also understand and agree that I am responsible for turning off the valves and switches to all utilities, including but not limited to, all gas appliances, all water faucets, clothes washer, and all electric power switches before utilities are turned on.

The City of Monroe will not be responsible for any damage that may be caused as a result of my being absent or my failure to turn off any valves or switches.

I understand and agree that should there be the need for the City of Monroe to make a second trip because of any valves or switches being left on by me, I will be subject to a \$25 trip charge.

(Customer's Signature)

(Date)

(City of Monroe Representative)

(Date)



**CONSENT TO OBTAIN CREDIT INFORMATION
TO OBTAIN A CREDIT SCORE
TO DETERMINE A SECURITY DEPOSIT**

To assist the City of Monroe in assigning an appropriate security deposit amount,

I, _____, hereby give my consent to have the City of Monroe obtain a credit report from Equifax Credit Information Services, LLC.

Signature: _____ Date: _____

Social Security No.: _____ Date of Birth: _____

(All information obtained will be kept strictly confidential.)

Refusing to give my written consent to obtain my credit report, I hereby acknowledge that I will pay the maximum security deposit amount for my utility services as required by the City of Monroe.

Signature: _____ Date: _____

Social Security No.: _____ Date of Birth: _____

Sworn to and Subscribed before me this _____ day of _____, 20 _____.

Notary Public: _____

Notary Expiration: _____

(Notary Seal)