



City of East Point
Customer Care Department

Where Customers are Valued and Matter

Est. 10-15-15

City of East Point Customer Care



*W*elcome to the City of East Point Customer Care Department, your utility service provider. Helping to save you money and conserve energy is our mission, and that commitment works toward our quest for customer satisfaction. We appreciate the opportunity to serve you, and are glad to assist you with any questions or difficulties that may arise. This pamphlet serves to acquaint you with the monthly bill you will receive, and to answer frequently asked questions. In addition, it includes electric tips, and information on services offered. As your utility service provider we want you to know that we greatly appreciate and value you, and that we are here to supply your utility service needs.

City of East Point Customer Care Team

City of East Point Customer Care

Residential

Initiating Service

A deposit and connection fee will be required to initiate service for all customers (please refer to the City Ordinance on page 17).

Landlord Agreement

For homeowners renting property, an opportunity is offered to establish a Landlord Agreement which is a savings to the property owner. In a Landlord Agreement, the deposit made to establish services remains on the account even when a tenant leaves the property. The deposit allows for an easy transition between tenants, permitting the property owner to avoid paying reoccurring deposit fees to establish service.

Deposit Refunds

Upon termination of service, deposits are refunded partially or in full based on the final reading of the bill. If the final bill is less than the deposit, the difference will be refunded to the customer. If the final bill is more than the deposit the balance should be paid within 45 days after the due date or the account will be sent to Collections.

Termination of Service

The request to terminate service must be in writing, and include a Driver's License or picture ID. Requests can either be faxed or delivered in person to Customer Care.

Base Rates

We will read your meter, compute your usage, and bill you monthly. There is a Base Rate for all residential services which includes electrical, garbage, water and sewer services. Bills are also generated on active accounts with no usage. (*Please see pages 4-5*)

Customer Service Fee \$3.00

There is a standard industry fee of \$3.00 assessed to all accounts for Customer Care developments and upgrades. Periodically, fees will be increased to cover rising

City of East Point Customer Care

industry costs for the production of services. The \$3.00 charge is assessed every month and was approved by Council per the 2014 Budget. In addition, the City of East Point will no longer assess fees for online or telephone services.

Power Cost Adjustment (PCA) Rider at \$0.0102

The monthly PCA Rider in cents per kWh shall represent the difference between total East Point Power costs (including wholesale power, distribution system operation & maintenance, administrative charges, transfers and allocations paid to the general fund of the City of East Point), and total East Point Power revenues (including sales of electricity and other operating receipts) divided by the total kilowatt hour sold to customers served under tariffs subject to such power cost adjustment (PCA). Application of this rider is at the sole discretion of the City of East Point. Applicable tariffs include residential, general service, small power, medium power, and large power.

ECCR at \$0.0062

The environmental cost is an increase or decrease in rates that are charged to recover capital, operating and maintenance costs associated with government mandated environmental costs. These rates charged to electric utility customers may be increased or decreased in an amount per kilowatt hour (kWh) through an environmental compliance cost recovery rider. In keeping with sound financial management practices, the City's policy ensures that its utilities are operated in a fiscally sound manner, and as such to make environmental compliance cost recovery adjustments as necessary to pass on compliance costs for federal mandates to utility customers.

City of East Point Customer Care

RESIDENTIAL (RE)

The Base Charge is \$12.00 per Month

Summer Rates: May to October		
First 500 kWh	at	\$0.0980 per kWh
Next 500 kWh	at	\$0.1220 per kWh
Over 1,000 kWh	at	\$0.1390 per kWh

Winter Rates: November to April		
First 1,000 kWh	at	\$0.0980 per kWh
Over 1,000 kWh	at	\$0.0930 per kWh

Residential: Single Family	
Base Charge WATER (Includes first 3,000 gallons)	\$24.25
4 to 7	\$3.91 per thousand gallons
8 to 15	\$4.89 per thousand gallons
16 and above	\$6.84 per thousand gallons
Base Charge SEWER (Includes first 3,000 gallons)	\$23.55
4 and above	\$5.78 per thousand gallons

City of East Point Customer Care

Residential: Multi Unit	
Base Charge WATER (Includes first 3,000 gallons)	\$21.77
4 to 7	\$3.91 per thousand gallons
8 to 15	\$4.89 per thousand gallons
16 and above	\$6.84 per thousand gallons
Base Charge SEWER (Includes first 3,000 gallons)	\$22.32
4 and above	\$5.78 per thousand gallons

Meter Reading Accuracy

Our meter readers use a hand-held computer to enter meter readings. This device may ask for verification if the consumption appears to be abnormally high or low. Meter reading is monitored, and has a 99% accuracy.

Residential Meter Sizes	
Base Charge Water (Includes first 3, 000 gallons)	
3/4"	\$24.25
1"	\$43.03
1 1/2"	\$74.33
2"	\$111.89
3"	\$199.53
4"	\$324.73
6"	\$637.73
8"	\$1,013.33
4 to 7	\$3.91 per thousand gallons
8 to 15	\$4.89 per thousand gallons
16 and above	\$6.84 per thousand gallons

Garbage Charges	
Residential Base Charge	\$21.50
Multi-Residential Base Charge	\$18.00

City of East Point Customer Care



Residential New Service Checklist

Hours to establish New Service - 8:00 a.m. and 4:00 p.m. ONLY

Documents Required to Establish New Residential Services

Category A – One (1) document is required from this category:

- ✓ Current Driver's License
- ✓ Current State Issued Identification
- ✓ Current Military Identification
- ✓ Current U.S. Passport or Passport Card
- ✓ Original Social Security Card
- ✓ Birth Certificate
- ✓ Current Debit Card
- ✓ Current Credit Card
- ✓ Current Health Insurance Card
- ✓ Current Work Identification with picture
- ✓ Current School Identification with picture
- ✓ Signed Lease by Tenant and Landlord
- ✓ ITIN Number
- ✓ Green Card
- ✓ Work Permit

Rental Property – One (1) document is required from this category:

- ✓ Signed Lease by Tenant and Landlord (must be lease holder)

Ownership of Property – One (1) document is required from this category:

- ✓ Settlement Statement
- ✓ Warranty Deed
- ✓ Current Tax Bill

City of East Point Customer Care

Real Estate Agent - *All documents are required from this category:*

- ✓ Listing agreement and signature required
- ✓ Management Agreement with two (2) forms of Identification (please see Category A)
- ✓ Copy of Real Estate License, if providing copy of listing agreement
- ✓ Item(s) required by Category A above
- ✓ If the listing or management agreements are in the name of a business, an employee I.D. with picture is required
- ✓ Letter of authorization with identification (If requesting for another person to establish service)

Residential Deposit / Fees to Establish Service

- ✓ \$5.00 fee required for Credit Check
- ✓ \$63.75 to \$200.00 deposit based on Credit Check Report
- ✓ \$60.00 Establishment Fee. In addition, deposit may be increased based upon the monthly average bill amount.
- ✓ \$40.00 Deposit for Same Day Service (only accepted between the hours of 8:00 a.m. until 3:00 p.m.)

Billing Cycles

The City of East Point has 18 billing cycles. All billing cycles are arranged geographically to make our meter reading system as efficient as possible. Your billing date is determined by your service location.

The billing date will vary no more than three or four days during billing cycles. If you do not receive your bill, you are advised to contact Customer Care to inquire about the amount due.

City of East Point Customer Care



Bill Features

Bills provide the following information:

- **Account information** – Indicates account number, customer name and service location (address).
- **Payment history** – Provides current charges, past due amounts (i.e., balance forward), previous payments, and current charges.
- **Usage summary graph** – Specifies electric, and water usage for the previous 12 months. Corresponds with the Meter Readings section on your bill.
- **Billing history** – Pinpoints previous bill due date, payment made, and balance forward, as well as details of current charges.
- **Usage summary graphs** – Shows previous 12 month energy or water usage.
- **Miscellaneous** – Indicates charges incurred based on late fees (penalties) and bulk trash services.



City of East Point
2791 E Point St.
East Point, GA 30344-3239
Phone# 404-270-7010

Account Number	22171-22171
Name	JAMES DUBOSE
Rate	RESIDENTIAL
Service Location	22171 LAKE SPIVEY

Account Information

Total Due

Due Date

Previous Balance	Payment Made	Adjustments	Unpaid Balance	Current Charges	Amount Due	Due Date
205.03	-205.03	0.00	.00	205.03	205.03	11/20/2017

Important News / Charge Summary for CYCLE BILL

Type of Bill

ELECTRIC	114.19	ELECTRIC SALES TAX	8.85
WATER	28.16		
SEWER-LINKED TO WA	29.33		
GARBAGE	21.50		
CUSTOMER SERVICE FEE	3.00		

Combined Summary Box

Meter Number and Reading

Billing Period

of Days

Electrical Usages

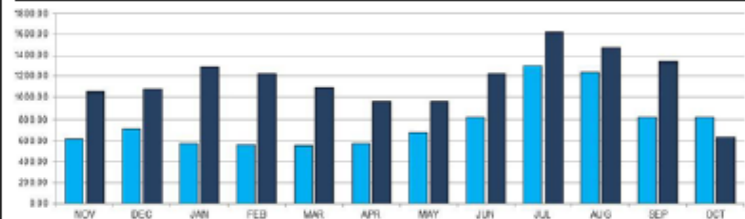
Combined Utilities Total Amount Due: 205.03

Residential Electric Usage:

Period	Days	Usage
09-23-17 10-24-17	31	825.00
Year Ago	31	642.00

Residential Electric Details:

Meter Number	Meter Current	Reading Previous	Multiplier
50650585	80040.00	79215.00	1



BASE CHARGE	12.00
ENVIRONMENTAL COST	5.12
PWR COST ADJUSTMENT	8.42
0 TO 500 KWH	49.00
501 TO 1000	39.65

Electric Summary

Meter Number and Reading

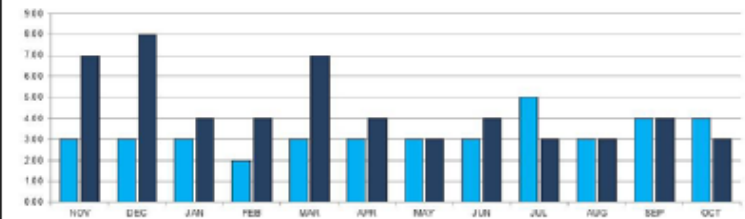
Total Electric: 114.19

Residential Water Usage:

Period	Days	Usage
09-23-17 10-24-17	31	4.00
Year Ago	31	3.00

Residential Water Details:

Meter Number	Meter Current	Reading Previous
16662286	19.00	15.00



SEWER-LINKED TO WA	29.33
WATER	28.16

Water and Sewer Summary

Total Water: 28.16
Total Sewer Linked to Water: 29.33

Solid Waste Details:

Total Solid Waste:	21.50
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Solid Waste Summary

Other Services / Charges

Other Services / Charges:	.00
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Other Services Summary

Your utility service is subject to be disconnected for any unpaid balance.
Please pay past due amount immediately to avoid disconnection of services.

Billing Cycle



City of East Point 2791 E Point St
East Point, GA 30344-3239 Phone#
404-270-7010

Address Service Requested
22171 LAKE SPIVEY

JAMES DUBOSE
22171 LAKE SPIVEY
EAST POINT, GA 30344

Account Number	Total Amount Due	Cycle
22171-22171	\$205.03	18-01

Due Date	After Due Date Pay
11/20/2017	\$225.23

AMOUNT ENCLOSED: _____

0001315070000004140000020503

Total Amount with 10% Late Fees

EAST POINT CITY

Save Energy

Set your thermostat to 78 degrees in the summer and leave it alone. You can expect a 3 to 4 percent increase in energy use for every degree you set your thermostat lower in the summer

SANITATION

Bulk Trash Pickup is
From October 1, 2016 to
November 31, 2016

Police

National Night Out

Purpose is to heighten crime
and drug prevention awareness

Where: John D. Milner Sports
Complex

When: Tuesday, August 2, 2016

Time: 5:00 p.m. - 8:00 p.m.

Leaf Program

Leaves at the curb, not
near the storm drain

Leaves will be picked
up October 3, 2016 to
January 3, 2016

FOG

Do not put grease, fat
and oil down the drain

Local Business Symposium

Members of the
Business community
along with State
business
representatives
converged in East
Point for the City's
first annual Small
Business Symposium.

City of East Point Customer Care

Instructions for Payment via Phone and Online

Paying your bill is quick, convenient and easy through two alternative payment options: ***Interactive Voice Recording (IVR) and Click2Gov.***

To pay by phone using the **IVR** call 404-270-7010, and follow the prompts.

What you will need:

1. Account number (located in top right corner of bill)

Steps to follow:

1. Dial (404)270-7010
2. Select Option 1 and follow simple instructions for balance payment history and much more

Upon connecting with IVR:

- Press [1] To make a payment
- Press [2] For detailed account information
- Press [3] For payment history
- Press [4] For billing history
- Press [0] To speak to our Call Center during normal business hours
- Press [*] For general information about the system

Make a Payment

- Payments can be made using Credit or Debit Cards: Visa, MasterCard, American Express, Discover

Instructions for Online Utility Payments Using Click2Gov

To access the Online Utility Payment System (Click2Gov) go to <http://www.eastpointcity.org/> and click Online Payments.

What you will need:

- Your account number, located at the top right corner of your bill
- First time users must set-up an online account. To do so click the “Create Pin” option left of the screen, and follow steps.

City of East Point Customer Care

Frequently Asked Questions (FAQs)

Q. What are your office hours and location?

A. Both the Office and Drive thru are open from 8:00 AM – 4:30 PM Monday thru Friday for payments and fees incurred to re-establish service.

**Customer Care is located at
2791 East Point Street
East Point, GA 30344**

Q. What are my payment options?

A. Currently, bills can be paid via mail, in-person, by phone (via the Interactive Voice Recorder [IVR]), or online (via Click2Gov).

Q. What payment methods are acceptable?

We take credit cards, debit cards, cash, checks and money orders. Payments made online and via phone can be made with credit and debit cards. You can pay online at <http://www.eastpointcity.org/>. Click “Online Payments.” Otherwise, call 404-270-7010 to pay by phone.

Q. Can I pay online to re-establish my service?

A. No. Currently, we do not accept online payments, or payments via phone to re-establish service. You must visit the Customer Care Department. Once payments are received, services will be restored before the next business day.

Q. Can I pay my bill by phone, or via the Interactive Voice Recorder (IVR)?

A. Yes, only if your account is current.

Q. How do I establish new residential utility service?

A. Applicants must apply in person and provide the following: name, social security number, date of birth, address and mailing address (if different), driver’s license or government picture I.D., lease agreement (for lease or rental), deed or settlement statement for owners (please refer to information on requirements for establishing new services). In addition, a deposit is required at the time of application. The deposit amount may vary based on the customer’s credit score as determined by a credit check. The following charges will be applicable at the time of application.

City of East Point Customer Care

Fee Requirements	Credit Checks
\$5.00	Credit Check
15% Discount	Excellent utility credit score
7.5% Discount	Good utility credit score
0% Discount	Medium and below utility credit score
Max Fee	Customers who do not wish to have their credit checked

Q. What is the latest time I can come in and have utility service started the same day?

A. You must complete an application by 3:00 p.m. to have utility service started the same day. Otherwise, service will be scheduled for the next business day. Additional fees are also required, which include \$40.00 for *same day service*, plus the required deposit and establishing fee.

Q. If I am having financial difficulties or I have medical needs requiring use of equipment at home, will this prevent my service from being interrupted?

A. Unfortunately, if a bill is not paid services will be interrupted regardless of financial or medical situations. However, consideration is given to temporarily delaying service interruption for certain qualifying life support equipment, and customers who are experiencing a hardship (*See page 18 Sec. 8-2011 Service Termination or Cut-off for equipment details Hardship*). If you cannot pay your bill in full or on time, contact Customer Care at 404-270-7010 before a bill is due to discuss options available.

Q. Can service be reconnected after hours?

A. No, reconnections cannot be made after-hours. Payments to reestablish or for reconnections can be processed through 4:30 p.m. Office hours are 8:00 am – 4:30 p.m., Monday - Friday.

City of East Point Customer Care

Q. Why are my bills so high?

A. Factors such as seasonal temperature variations, malfunctioning thermostats, and additional people in a household can cause increases. For more detailed information, contact Customer Care at 404-270-7010.

Q. Can I make payment arrangements?

A. A payment plan may be granted every six (6) months upon a finding of good cause by Customer Care, and to the extent that there is not already an outstanding payment plan in place. A payment arrangement may be granted up to three (3) times a year. Call Customer Care at 404-270-7010 to set up an arrangement.

Q. Is budget billing offered?

A. Yes. Budget billing offers a set payment each month. If you have a good payment history, you can apply for this program by calling Customer Care at 404-270-7010 or visit the Customer Care Department in person.

Budget Billing Frequently Asked Questions

Q. When is open enrollment for budget billing?

A. Open enrollment for budget billing is year round.

Q. What can budget billing do for me?

A. The budget billing program can help you by reducing the seasonal fluctuation of your utility bill for all services provided by the City of East Point. Each month, for 12 total months, you will have a set utility bill.

Q. Who is eligible for electric budget billing?

A. Residential customers in good standing with no delinquent payments in their payment record for a one (1) year period may choose to sign up for budget billing for a full 12 month period.

Q. How does electric Budget billing work?

A. Budget Billing is based on the average of your actual consumption for the last 12 months. You will be billed in equal amounts for 12 months.

City of East Point Customer Care

Q. What if I consume a different amount than I did last year?

A. On the anniversary date of your sign-up (12th bill), your bill will be recalculated according to your actual consumption.

Q. What happens if a customer overpays their monthly budget amount?

A. If during the past 12 months your budget charges are more than your actual, the overpayment will be applied to your account as a credit.

Q. What happens if a customer underpays their monthly budget amount?

A. If during the past 12 months your budget charges are less than your actual, a charge for the difference will appear on your 12th bill. The amount due is expected to be paid on the due date indicated on your billing statement.

Q. What happens if I become delinquent on my bill?

A. Delinquent accounts are not eligible for the budget billing program. An account that becomes delinquent will be removed from the budget billing program.

Customer Care Tips

Know the statement date of your bill. If you have not paid **29 days** after your **statement date**, you may be disconnected. In addition, termination of an account by Customer Care can occur at 60 days. Customer Care recommends residents sign-up for e-notification.

E-Notification Billing

The City of East Point offers customers E-Notification Billing, which allows bills to be sent via email, and we will also still provide a copy of your bill to you by U.S. Postal mail. E-Notification Billing is convenient and environmentally friendly.

To sign up for E-Notification Billing contact our Customer Care Department at (770)270-7010. Also call us to verify that your email address is on file or to change the address.

Benefits to the Customer:

- Fast bill delivery. Customers receive the bill one day after the billing date
- Earlier notification of payment due, 7 days before the due date

City of East Point Customer Care

- Earlier receipt of Delinquent notice, 1 day after due date

Mailing your bill 3 or 4 days before the due date, helps to ensure that your payment arrives on time, and it's a great way to establish and maintain a good payment history.

Residential – Utility Service

The payment is considered late 21 days after the billing date. Bills should be paid by the due date to avoid any late charges. Customers have eight days after the due date to avoid interruption of services. On the morning of the ninth (9th) day, an account *automatically goes into an inactive shutoff status*. Once an account is classified as inactive in shutoff status, a reestablishment fee of \$60.00 must be paid to have services restored the same day.

Sec. 8-2011. Service termination or cut-off.

(c) Cut-off of utilities. Upon the twenty-ninth (29th) day (the "cut-off") from the billing date, utility service may be disconnected at any time.

Q. When Can Customer Care Disconnect Utility Services?

- Residential electric services may be disconnected when a bill is not paid within 45 days from the statement date.
- Upon Customer Request.
- When service to the customer constitutes an immediate hazard to persons or property.
- By order of the court, or any other authorized public agency.
 - (1) Evidence of falsification of any of the above information will result in immediate discontinuance of utility service without notice;
 - (2) There will be a \$60.00 connection fee
 - (3) There will be a charge of \$5.00 for a check credit.
 - (4) Failure to pay utility accounts in accordance with the Customer Care Department's policies will result in discontinuance of service.
 - (5) Failure to pay a final bill after any deposit refunds will result in the account being subject to collections. As a result, customers will incur all collection penalties.

City of East Point Customer Care

Exceptions to Disconnection:

Winter:

Utility services shall not be discontinued to a residential customer when the forecasted temperature is below 32°F for a 24-hour period beginning at 8:00 a.m. on the date of the proposed disconnection.

Summer:

Utility services shall not be discontinued to a residential customer if, prior to 8:00 A.M. on the date of the scheduled disconnection, a National Weather Service Heat Advisory or Excessive Heat Warning is in effect, or is forecasted to be in effect by the National Weather Service for the City of East Point.

Serious Illness

Service shall not be disconnected for nonpayment of a bill to a residential customer who has a serious illness that would be aggravated by the disconnection - provided the customer notifies the City of East Point Fire Department or Customer Care of this condition in writing, and provides a written statement from a physician.

Disconnection for Multi-Family Dwellings

The Department of Planning and Community Development is required to provide at least two (2) days written notice prior to any proposed utility disconnection to tenants of multi-family dwellings where the landlord is responsible for payment of utility services posted conspicuously on the premises when personal service cannot be made.

Q. What if I believe I have been disconnected in error?

A. If you believe your service has been disconnected in error, notify the Customer Care Department as soon as possible in an effort to rectify the situation. We will use every reasonable means to resolve a resident's complaint regarding a disconnection in error.

City of East Point Customer Care

CITY ORDINANCE: Regulation of Utilities

Sec. 8-2002. - Definitions.

Deposit shall refer to the deposit required of customers in section 8-2012.

Sec. 8-2008. - Initiation of service for existing locations.

(a) Initiation and deposits. All prospective customers shall apply for utility service in person or by mail. Proof of East Point residency or current business license must be provided. A deposit for service will be required to initiate service of all customers in addition to a connection fee. The prospective customer will undergo and pay the city for a credit check to determine the amount of deposit required unless the customer opts to pay the highest amount. The deposit schedule shall be posted in Customer Care and on the city's website. The charge per credit check to the prospective customer shall be established by Customer Care.

Sec. 8-2009. - Payment for service; service fees.

(g) Budget billing. Residential customers with no delinquent payments in their payment record for a one-year period may choose the budget billing option for payment of electric services. Under this option, the customer's charge ("budget billing payment") for monthly electricity during the next subsequent twelve-month period shall be based upon an average of monthly charges for the preceding twelve-month period ("prior average payment"). The budget billing payment shall be calculated by the city annually for each customer that elects to use the budget billing option. The budget billing payment shall be a calculation of the prior average payment modified for collection of any previous accumulated budget difference plus estimated rate and use increases or decreases identified by Customer Care. In the event the customer moves out of the city or elects to terminate budget billing, the customer shall owe the city any accumulated budget difference ("deficit") between the actual and the budget billing. In case of a surplus accumulation ("surplus"), the city shall apply the surplus to the next actual billing until used or reimburse the customer when service is completely terminated. In the event the customer elects to renew budget billing for an additional annual term, any deficit or surplus from the previous term will be applied to the new budget billing payment for collection during the new term.

City of East Point Customer Care

Sec. 8-2011. Service termination or cut-off.

(d) Reestablishing service and reconnect fee. In order to reestablish service, a customer must pay in person the reconnect fee, delinquent amount, the late fee and any returned check fee. Said reconnect fee shall be recommended by staff, approved by city council and posted in a public place in Customer Care and on the City of East Point website.

(c) Cut-off of utilities. Upon the twenty-ninth (29th) day (the "cut-off") from the billing date, utility service may be disconnected at any time.

(d) Reestablishing service and reconnect fee. In order to reestablish service, a customer must pay in person the reconnect fee, delinquent amount, the late fee and any returned check fee. Said reconnect fee shall be recommended by staff, approved by city council and posted in a public place in Customer Care and on the City of East Point website.

(e) Error in cut-off. If the utility service is cut off in error by the city, the customer shall receive a credit of any fees paid in error and be awarded a twenty-five dollar (\$25.00) credit to be applied to the customer's account. If no objection is made to the twenty-five dollar (\$25.00) credit within thirty (30) days of its issuance, it shall be deemed full and final settlement for any and all alleged damages flowing from such error.

(f) Hardship. In the event a customer is unable to pay a utility bill in full due to a hardship, Customer Care may halt the disconnection of utilities based on any of the following:

(I) Medical. The customer must be pre-registered with written confirmation by his or her doctor for the need to sustain life on life-support equipment (i.e. - oxygen tank) to any member of the household. The city shall confirm the existence of the equipment by an inspection of the premises. The maximum time for a medical hold shall be sixty (60) days.

If you or a member of your household uses any of the qualified Life Support Equipment listed below, please contact our Customer Service department by calling 404-270-7010 between 8:00 a.m. and 5:00 p.m. on weekdays, except holidays for additional information.

City of East Point Customer Care

Qualifying Life Support Equipment

Qualifying life support equipment
•Kidney dialysis machine
•Apnea monitor for infants (24 months and under)
•Oxygen concentrator
•Respirator
•Ventilator
•Pressure breathing therapy
•Infusion feeding pump

***Note: Only certain types/models qualify. Nebulizers and adult apnea monitors do not qualify.**

*(2) **Financial.** A customer in good standing may request either a payment plan or a payment arrangement through Customer Care. To be in good standing, a customer must have had no more than one (1) check returned in the preceding twelve (12) months and must not have been disconnected for non-payment during that same time period.*

A payment plan may be granted every six (6) months upon a finding of good cause by Customer Care and to the extent there is not already an outstanding payment plan.

A payment arrangement may be granted up to three (3) times a year- quarterly). Customer Care shall exercise discretion and sound business judgment in the granting of both payment plans and payment arrangements and should consider such additional factors such as employment, frequency of requests and prior performance under any prior payment agreement or payment plan and any other relevant objective factors. Any such payment plan or payment arrangement shall not relieve the customer from the timely payment of all subsequent monthly utility payments.

Sec. 8-2014. Residential customer disputes.

(a) At any time before the date of termination of utility service for nonpayment of the amount(s) shown on a utility bill, a notice of rejection or a notice of termination, a residential customer may dispute the correctness of all or part of the amount(s) shown in accordance with the provisions of this article. A residential customer shall

City of East Point Customer Care

not be entitled to dispute the correctness of all or part of the amount(s) if all or part of the amount(s) was (were) the subject of a previous dispute under this section.

(b) The procedure for residential customer disputes shall be as follows:

(1) Before the date of termination, the residential customer shall notify Customer Care, orally or in writing, that he disputes all or part of the amount(s) shown on a utility bill, a notice of rejection or a notice of termination, stating as completely as possible the basis for the dispute.

(2) If Customer Care determines that the present dispute is untimely or that the residential customer previously disputed the correctness of all or part of the amount(s) shown, Customer Care department shall mail to the customer a notice stating that the present dispute is untimely or invalid. Customer Care shall then proceed as if the customer had not notified the utility of the present dispute.

(3) If Customer Care determines that the present dispute is not untimely or invalid under this section, Customer Care, within three (3) days after receipt of the customer's notice, shall arrange an informal meeting between the residential customer and Customer Care.

(4) Based on the utility's records, the customer's allegations and all other relevant materials available to the official, Customer Care shall resolve the dispute, attempting to do so in a manner satisfactory to both.

(5) Within five (5) days of completion of the meeting, Customer Care shall mail to the customer a copy of his decision resolving the dispute, unless at the time of the hearing the customer is notified in writing of the decision.

(6) If the decision is unsatisfactory to the customer, the customer, within three (3) business days of his receipt of the official's decision, may request, in writing, a formal hearing before Customer Care.

(7) The formal hearing before Customer Care shall be held within ten (10) days of the utility's receipt of the customer's written request.

(8) At the hearing, Customer Care and the customer shall be entitled to present all evidence that is, in Customer Care's view, relevant and material to the dispute and to examine and cross-examine witnesses.

(9) Based on the record established at the hearing, Customer Care, within five (5) days of the completion of the hearing, shall issue a written decision formally resolving the dispute and it shall be final and binding on the utility and the customer.

(c) Utilization of this dispute procedure shall not relieve a residential customer of his obligation to timely and completely pay all other undisputed utility charges and/or installments and surcharges, and the

City of East Point Customer Care

undisputed portion(s) of the amount(s) which is (are) the subject of the present dispute. Failure to timely and completely pay all such undisputed amounts shall subject the customer to termination of utility service in accordance with the provisions of this article.

(d) Until the date of the hearing with Customer Care, the customer must make full payment of the disputed amount unless, after a determination of good cause by Customer Care, it is proper for the customer to suspend payment until the hearings are complete.

(Ord. No. 007-13, 3-18-13)

Applicable Fees

Description	Fees
Residential Credit Check	\$5.00
Business Profile Credit Check	\$32.00
Customer Service Fee	\$3.00
New Account Fee (Cutoff time for new service is 4:00 with Application and Deposit)	\$60.00
Same Day Service Fee for New Accounts (3:00 p.m. cutoff to establish on the same day)	\$40.00
Reestablishment or Transfer Fee	\$60.00
Return item fee (NSF Checks and Credit or Debit card reversals)	\$35.00
Residential Deposit	\$63.75 to \$200.00
Commercial Deposit	\$85.00 to \$250.00
Industrial Deposit	\$300.00 to \$600.00
Re-read (at Customer's request)	\$35.00
Installation of temporary Electric Service	\$150.00 + Cost of meter
Disconnection of electric services (line drop at the pole)	\$150.00
Connection of electric services (at the pole)	\$150.00
Relocation of electric services	Actual cost (i.e. labor + equipment + materials)
Calibration of Commercial water meters	Actual cost (i.e. labor + equipment + materials)

City of East Point Customer Care

Unauthorized Service or Reconnection Fees

Description	Fees
Cut or broken seals	\$100.00 + Consumption
Locking Bands	\$100.00 + Consumption
Damaged Meter or City's property	\$100.00 + Consumption

Hazard Fees

Description	Fees
Jumpers in Sockets Unauthorized meter in socket (not City of East Point meter). Any additional hazardous connections	\$250.00 plus an additional \$250.00 if cut at the pole

Multiple Occurrences of Unauthorized Service

Description	Fees
Multiple offenses of unauthorized services	\$100.00 for first offense \$250.00 for additional offenses

Copies of Billing Statements are free. To request a copy of your billing statement by fax call 404-270-7010.

1. After you have heard your account information select "fax" option.
2. Next enter your ten digit fax number. The system will then send you a fax detailing your account information.

Or

To access the Online Utility Payment System (Click2Gov)
<http://www.eastpointcity.org/> and click Online Payments

City of East Point Customer Care



We hope this information will help you understand the City of East Point utility's billing procedures, as well as some of the services that we offer. If you have any questions, please feel free to contact our Customer Care Department at 404-270-7010 or customercare@eastpointcity.org.

Customer Care Department
2791 East Point Street
Phone: 404-270-7010
Fax: 404-559-4438
After Hours Utility Emergency
404-761-2177