



# CUSTOMER CARE

Utility Informational Session

# PURPOSE OF INFORMATIONAL SESSION

To provide information to citizens on the utility bill operations as it relates to:

Payments

Penalty Period

Re-  
Establishment

# CITY OF EAST POINT ORDINANCE FOR UTILITY BILLS

Sec 8-2009 (A)

- All bills for utility services, including but not limited to electricity, water, sewer, garbage and security lights, are due and payable in full upon receipt.

The City of East Point provides four (4) services to the resident in the form of:

1. Electric
2. Garbage
3. Water
4. Sewer

We are not considered a single services provider.

The types of services are determined by the property.

# SAMPLE UTILITY BILL

**EAST POINT ENERGY**

Account: 0000000000  
 Service: 0000000000  
 Meter: 0000000000  
 Meter Location: 0000000000

Previous Balance	Current Month	Payments	Unpaid Balance	Current Charges	Amount Due	Due Date
\$0.00	\$295.00	\$0.00	\$0.00	\$295.00	\$295.00	06/30/2023

**Gas Usage Summary (12 Months)**

Month	Usage (Ccf)	Rate	Amount
Jan	10	\$10.00	\$100.00
Feb	12	\$12.00	\$120.00
Mar	15	\$15.00	\$150.00
Apr	18	\$18.00	\$180.00
May	20	\$20.00	\$200.00
Jun	22	\$22.00	\$220.00
Jul	20	\$20.00	\$200.00
Aug	18	\$18.00	\$180.00
Sep	15	\$15.00	\$150.00
Oct	12	\$12.00	\$120.00
Nov	10	\$10.00	\$100.00
Dec	8	\$8.00	\$80.00

**Electric Usage Summary (12 Months)**

Month	Usage (kWh)	Rate	Amount
Jan	100	\$0.10	\$10.00
Feb	120	\$0.12	\$12.00
Mar	150	\$0.15	\$15.00
Apr	180	\$0.18	\$18.00
May	200	\$0.20	\$20.00
Jun	220	\$0.22	\$22.00
Jul	200	\$0.20	\$20.00
Aug	180	\$0.18	\$18.00
Sep	150	\$0.15	\$15.00
Oct	120	\$0.12	\$12.00
Nov	100	\$0.10	\$10.00
Dec	80	\$0.08	\$8.00

**Other Services / Charges**

Service	Amount
Customer Service Fee	\$5.00
Delivery Charge	\$10.00
Other Services / Charges	\$0.00
<b>Total</b>	<b>\$295.00</b>

**Payment Schedule**

Payment Method	Amount	Due Date
Check	\$295.00	06/30/2023
Card	\$295.00	06/30/2023

**QR Code**

QR Code: [QR Code]

# UTILITY SERVICE AND MAILING ADDRESS

- ▶ The utility service address is the property address that receives the service
- ▶ The mailing address is where the customer request the bill to be mailed

Address Service Requested  
22171 LAKE SPIVEY

← Service Address

JAMES DUBOSE  
22171 LAKE SPIVEY  
EAST POINT, GA 30344

← Mailing Address


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: \_\_\_\_\_

00013150700000041400000020503

# PAYMENT DETAILS



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						

# COMBINE UTILITY SUMMARY BOX (SERVICE BILL)

## Important News / Charge Summary for CYCLE BILL

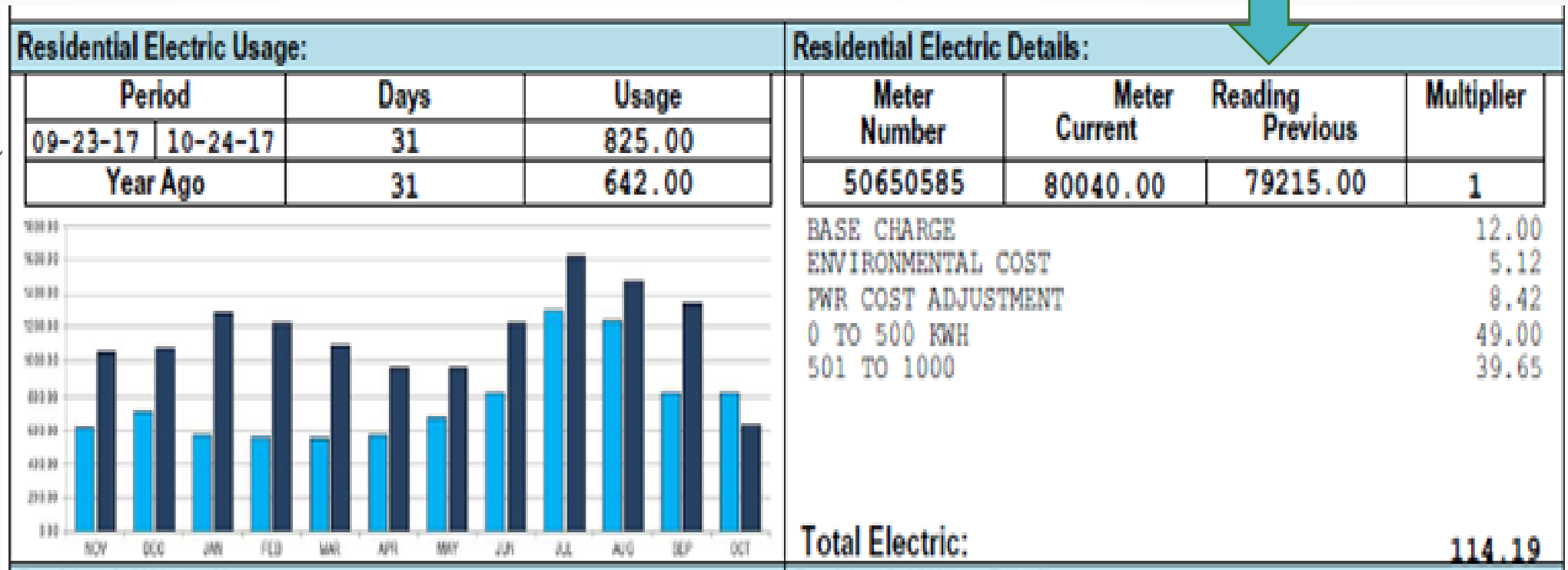
ELECTRIC	114.19	ELECTRIC SALES TAX	8.85
WATER	28.16		
SEWER-LINKED TO WA	29.33		
GARBAGE	21.50		
CUSTOMER SERVICE FEE	3.00		



**Combined Utilities Total Amount Due: 205.03**

# EXAMPLE OF RESIDENTIAL ELECTRIC, WATER AND SOLID WASTE DETAILS

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# BILLING CYCLES

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- ▶ 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 four days during billing cycles. If you do not receive your bill, please contact Customer Care to inquire about the utility bill.

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: \_\_\_\_\_

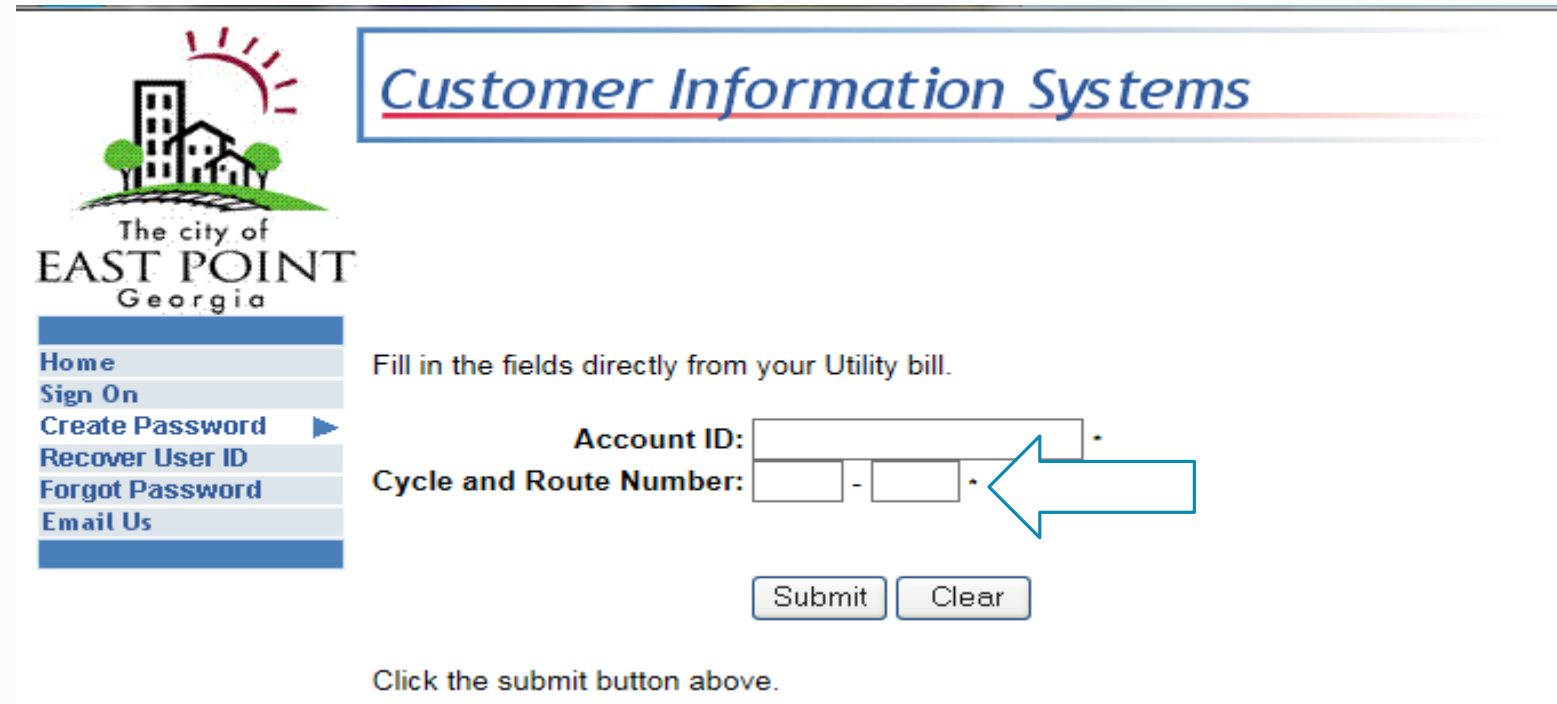
00013150700000041400000020503

Billing Cycle


# ALTERNATIVE PAYMENT METHODS

IVR I(Interactive Voice Response System) - (Pay by phone) Requires an account number

Online (Bill pay) requires an account number as well as cycle and route number



The screenshot shows the login page for the City of East Point Georgia. On the left is the city logo and a navigation menu. The main content area has a title 'Customer Information Systems' and a form with two input fields: 'Account ID' and 'Cycle and Route Number'. A blue arrow points to the 'Cycle and Route Number' field. Below the form are 'Submit' and 'Clear' buttons. A note at the bottom says 'Click the submit button above.'

  
The city of  
**EAST POINT**  
Georgia

[Home](#)  
[Sign On](#)  
[Create Password](#) ▶  
[Recover User ID](#)  
[Forgot Password](#)  
[Email Us](#)

*Customer Information Systems*

Fill in the fields directly from your Utility bill.

Account ID:

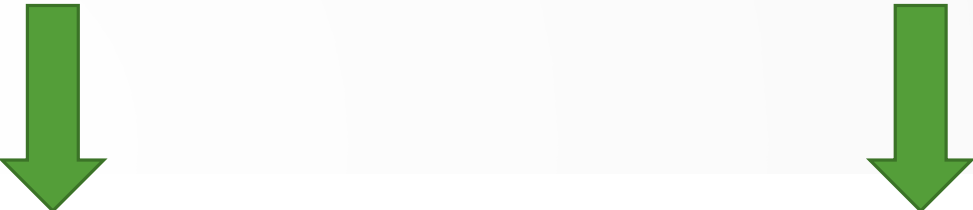
Cycle and Route Number:  -  -  ←

Click the submit button above.

# BILLING DUE DATE

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- ▶ Bill should be paid by the due date to avoid any late charges. They must be paid by 5:00 pm on the due date to avoid late fees



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
<b>Important News / Charge Summary for CYCLE BILL</b>						

## HOW TO AVOID INTERRUPTION OF SERVICES AND RELATED FEES

In order to avoid interruption services customers must pay the balance by 5:00 pm eight days after the bill is due. A reestablishment fee of \$60.00 must be paid to have services restored within 24 hours.

After 5:00 pm on the eighth day, the account will *automatically go into an inactive/interruption status and the re-establishment fee is due.*

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

# LATE FEES - 10% of DELINQUENT BILL

- Sec 2009 (f)
- *Late fee.* Customers who have not paid their bills by the due date shall pay a late fee in addition to payment of the total amount of the utility bill beginning on the twenty-second (22nd) day following the billing date. Said fee shall be proposed by Customer Care, and upon approval by the city council, shall be posted in a public place in Customer Care and on the city's website.
- *In order to avoid late fees, payment should be received by 5:00pm on the due date.*

Address Service Requested  
22171 LAKE SPIVEY

JAMES DUBOSE  
22171 LAKE SPIVEY  
EAST POINT, GA 30344

Account Number 22171-22171	Total Amount Due \$205.03	Cycle 18-01
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Due Date 11/20/2017	After Due Date Pay \$225.23
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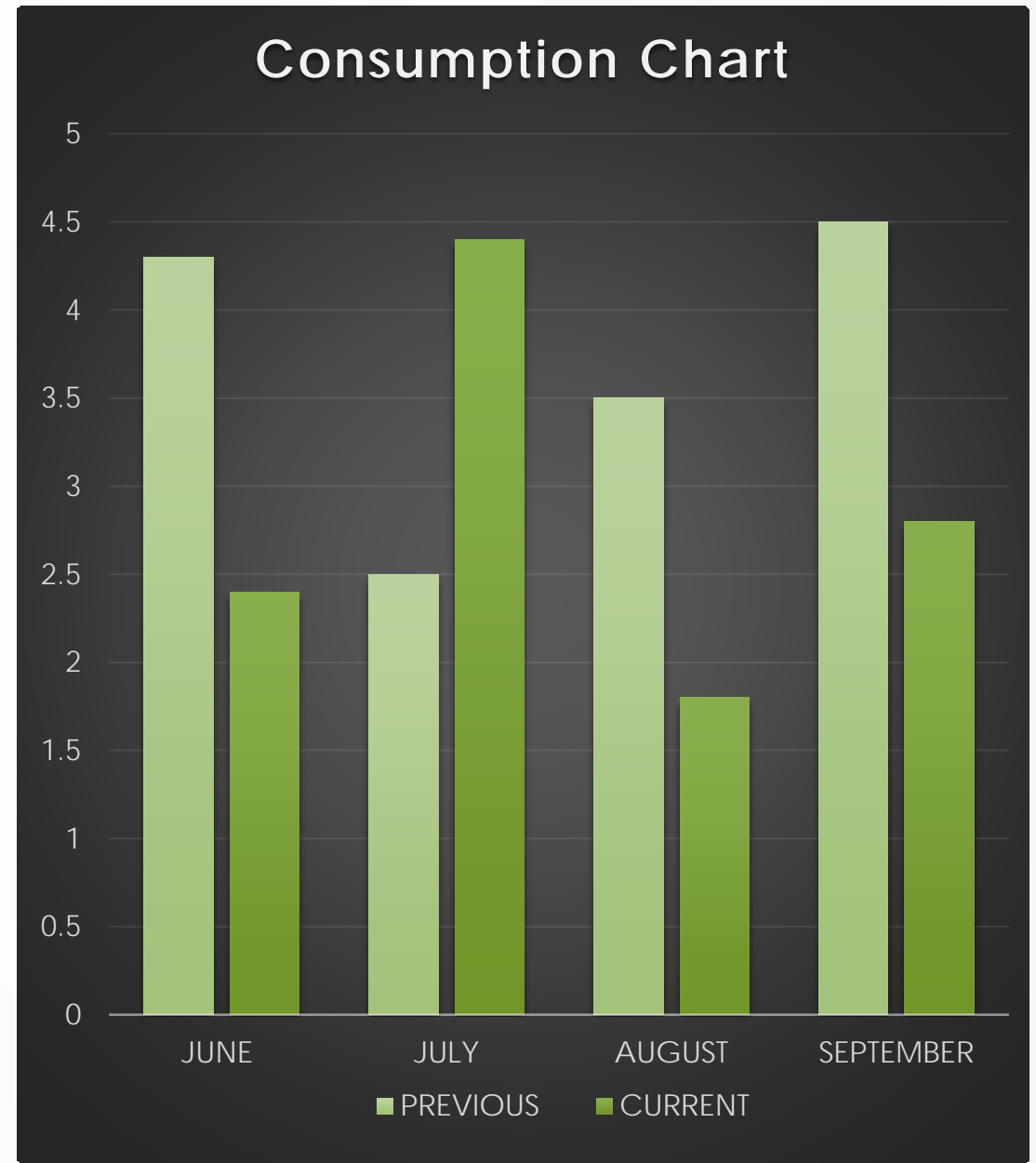
AMOUNT ENCLOSED: \_\_\_\_\_

00013150700000041400000020503



## HOW TO READ THE CONSUMPTION

The bar to the left is your previous consumption and the bar to the right is your current consumption.



# INTERRUPTION OF SERVICES

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- ▶ Sec 8-2011 (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.
- ▶ **After 5:00pm on the eight day, an account *automatically goes into an inactive/interruption status.***

# MEDICAL

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- Sec 8-2011 (f) (1)
- *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.
- The medical form **must be approved** by a physician and then submitted to East Point Fire Department. The Fire Department will submit the form to Customer Care for processing.
- This form does not stop your services from being interrupted, **it only provides a courtesy call and potential arrangements.**



# TERMINATION OF ACCOUNT

- Sec 8-2011 (a)
- *Termination notice.* Each customer must notify the city in person or in writing that their utility service is to be terminated at their residence or business at least twenty-four (24) hours in advance and a final bill shall be issued upon the termination of service. Said final bill is due and payable upon receipt.
- The account holder can terminate his/her account, by completing the termination form and providing a forwarding address and identification.
- *Same day termination request will not be accepted.*

# HOURS FOR ESTABLISHING NEW SERVICES

- Same day Service – 2:00 pm \*
- Next Business Day Service – 3:00 pm \*
- Re-Establish Service - 4:30 pm \*
- Drive-thru Service – Accepts Payments only \*\*
- Payment on-line, re-establishment form must be completed on-line with identification attached

*\*In line with completed documentation.*

*\*\* Drive -thru does not process new services or re-establish requests.*