

UNDERSTANDING UTILITY BILL PAYMENT REMINDER

Customer Care new system will generate a Utility Bill Payment Reminder based on the following City Ordinance (approximately 10 days after billing date).

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

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

(e) *Due date.* All utility bills must be paid by the twenty-first (21st) day (the "due date") following the billing date.

(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.

The notice is first a **reminder** the due date is close (disregard if payment has been made).

Second, the day after the due date **10% late fee** is assessed.

And last the day after due date, the account is subject to **disconnection** (which requires the customer to **complete a re-establishment form and pay a \$60.00 re-establishment fee plus past due**).

SAMPLE VERIBAGE:

This is just a reminder that we have not received your payment for utility services. If a payment has been recently made, please disregard this message. If you need to make a payment arrangement to avoid service interruption, please call the Customer Care Department at 404-270-7010 or send an email to customercare@eastpointcity.org immediately.

Please be advised that after the due date, a 10 % late fee will be applied to the account. If the services are disconnected for non-payment, a completed re-establishment form, \$60.00 re-establishment fee and the past due balance will be required before the services are cut back on. It may take up to 3 business days for services to be cut back on. All payments received after 4:00 p.m. are applied the next business day.

Utility Bill Payment Reminder

CITY OF EAST POINT
2791 E POINT ST.
EAST POINT, GA 30344-3239

(404) 270-7010

Service Address:
Account #: 177121-150308
Parcel #:
Cycle: FINAL

Due Date: 01/01/0001

Amount Due with Penalty: \$88.97

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**EAST
POINT
GEORGIA**

Sample Report