

CITY OF ALEDO WATER POLICY

Meter Reading Date:

Meter reading dates shall generally be on the 15th of each month.

Billing Date:

Bills are mailed at the end of each month and are due and payable on or before the 15th of each month. If customers have not received their bill by the fifth of the month, please notify the Utility Billing Department by calling 817-441-7016.

Due Date/Penalties:

Due date will be the 15th of each month. If the 15th day falls on a weekend or a City holiday, customers will have all day on the next business day to pay the bill without penalty. If payment is not received by the due date, there will be a 10% penalty applied to any unpaid balance. Customers may request a penalty waiver once per calendar year, if payment is received late due to unforeseen circumstances, subject to the approval of the Director of Public Works.

Disconnect Date:

Services will be disconnected monthly if the bill is not paid **before** the disconnect date shown on the late notice. If the customer is unable to pay the bill **before** the cut-off date, please call the Utility Billing Department at 817-441-7016 to arrange for an extension. No extensions will be given beyond the 4th day of each month. **EXTENSIONS WILL NOT BE GIVEN ON THE DAY OF CUT-OFF. PAYMENT ARRANGEMENTS MUST BE MADE PRIOR TO THE CUT-OFF DATE ON THE LATE NOTICE.**

If the service has been cut-off for non-payment, the balance due and the reconnect fee must be paid before service will be restored.

If the after- hours reconnect service is requested, and additional fee will be assessed. After-hours reconnect request must be made **before** 10:00 p.m. Field operations personnel must collect the balance due, the reconnect fee, and the after-hours reconnect service fee from the customer before turning the meter back on. **Only payment in the form of check or money order will be accepted. (NO CASH OR CREDIT/DEBIT CARDS.)**

If services are disconnect for non-payment and payment has not been received by the next billing date, the customer's account will be closed and the deposit will be applied to the outstanding balance. To have services restored the customer will be required to put up a new deposit and pay the balance on the account.

Utility Security Deposits/Activation Fee:

***Residential Utility deposit is 150.00** (refundable when service is discontinued), as well as a \$20.00 activation fee (non-refundable).

All new water accounts will need to show proof of driver's license.

Renters will need to provide driver's license, landlord name and phone number.

***Commercial Utility deposit is \$200.00** (refundable when service is discontinued), as well as a \$20.00 activation fee (non-refundable).

***Bulk Water deposit is \$1500.00** (refundable when the meter is returned).

A utility deposit is required on any and all active water/sewer accounts. The deposit will be refunded, less the final bill, when the service is terminated. Any outstanding balance will be billed to the forwarding address. Failure to pay any outstanding balance will be considered bad debt and subsequently turned over to collection agency.

Service Fees:

***Returned Check/Bank Draft: \$30.00-** When a check/bank draft is returned by the bank, the customer will be notified by door hanger and allowed two (2) business days to pay the check/bank draft amount and the additional returned check/bank draft fee. Failure to pay the full amount due by the date specified on the door hanger will result in water service being disconnected. To have services restored the customer will be required to pay the check/bank draft amount, the returned check/draft fee, and the reconnect fee. **NO CHECKS WILL BE ACCEPTED** to cover a check/bank draft returned for insufficient funds. **ONLY PAYMENTS BY CASH OR MONEY ORDER WILL BE ACCEPTED.**

***Reconnect Fee: \$35.00-** When water is disconnected for non-payment, the customer will be required to pay the balance due and the reconnect fee before water service is restored. This fee will apply if the customer's address appears on the cut-off list for non-payment, regardless of whether or not field personnel reach the address and turn the meter off.

***After-Hours Reconnect Fee: \$35.00-** When requesting after-hours reconnect of service, due to cut-off for non-payment, and additional fee of \$35.00 is required before services are restored.

***Tampering Fee:** Up to \$500.00- For tampering of the City meters or water lines.

***Pull Meter Fee: \$75.00-** If it becomes necessary to pull a meter for inappropriate use, this fee must be paid along with the account balance to restore service.

***Transfer of Service Fee: \$25.00-** If the customer is transferring service from one address to another within the Aledo City Limits, there will be a transfer fee applied to the next billing. The customer may have services at both addresses for a maximum of 7 days.

***Re-Read Fees:** 1st read per month-no charge.

2nd read per month- \$5.00 if there is not a problem.

*An additional \$5.00 for each subsequent re-Read in a month's time.

***Test Meter: \$20.00-** To test a meter, but if the meter shows to have a malfunction that fee will be waived.

Rates for Water and Sewer: To obtain current water/sewer rates please contact the Aledo Utility Billing office at 817-441-7016.

Leak Bill Adjustment: The City may perform a leak bill adjustment credit when requested by the customer no more than once every 12 month period provided the customer presents proof to City staff, in the form of receipts and/or plumbing repair invoices, that the leak has been repaired. Leak bill adjustments shall not exceed one billing cycle. If a leak spans more than one billing cycle, only the billing cycle most affected by the leak will be considered for adjustment. City staff will calculate an average, using 6 months of usage history from the account, and make necessary adjustments to the account based on a 6 month average. All account adjustments are subject to the Director of Public Works. Swimming pool fills, whether the initial fill or due to repairs, are not eligible for adjustments or discounts.

Hours of Operation: Aledo City Hall's hours of operation are Monday through Friday from 8:00 a.m. to 5:00 p.m. City Hall will be closed on the following holidays: New Year's Day, Martin Luther King Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the Friday that follows, Christmas Eve and Christmas Day.

Payments: Customers can pay utility bills with cash, check, money order, or by automatic bank draft. Credit/Debit card payments are also accepted for an additional fee of approximately 3%. Payment online is also available through the City's website at www.aledo-texas.com for an additional fee of approximately 3%. If wanting to pay by automatic draft, the customer may pick up a request form at Aledo City Hall, 200 Old Annetta Road, Aledo, TX 76008.

Thank You.

Passed and Approved the 24th day of January, 2019