

TERMS AND CONDITIONS

CUSTOMER SERVICE

FREQUENTLY ASKED QUESTIONS:

WWW.CITYOFEDGEWATER.ORG

PHONE: 386-424-2400 ext. 4000 M-F, 8:00 A.M. TO 4:30 P.M.

AUTOMATED PHONE PAYMENTS 24 HRS / 7 DAYS: 386-427-EASY (3279)

EMAIL: CUSTOMERSERVICE@CITYOFEDGEWATER.ORG

MAIL: PO BOX 1190, EDGEWATER FL 32132

IN PERSON: 104 N. RIVERSIDE DR., EDGEWATER

OFFICE HOURS: M-F, 8 A.M. TO 4:30 P.M.

AFTER HOUR EMERGENCIES: 386-424-2490

ALL SERVICE CHANGES MUST BE MADE IN WRITING. YOU MAY SEND SERVICE REQUESTS BY EMAIL, FAX OR MAIL.

BASE RATE

THERE IS A MONTHLY FIXED CHARGE ON EVERY BILL, REGARDLESS OF USAGE, TO COVER THE COSTS OF SYSTEM READINESS, BILLING AND METER READING.

BILLING CYCLE

CITY UTILITY BILLS ARE RENDERED ON A MONTHLY BILLING CYCLE. IF YOU **DO NOT RECEIVE YOUR UTILITY BILL** PLEASE CONTACT UTILITY CUSTOMER SERVICE **386-424-2400 ext. 4000** PROMPTLY.

PAYMENT DUE DATES

UTILITY BILLS ARE DUE WHEN PRINTED AND SHALL BE PAID WITHIN TWENTY (20) DAYS FOLLOWING THE ORIGINAL STATEMENT DATE.

PAYMENTS WHEN CREDITED

PAYMENTS RECEIVED IN THE FINANCE DEPARTMENT OFFICE PRIOR TO 2 PM ARE CREDITED TO YOUR ACCOUNT ON THE SAME DAY. PAYMENTS RECEIVED AFTER 2 PM ARE CREDITED THE FOLLOWING BUSINESS DAY. PAYMENTS MAILED TO CITY HALL ARE CREDITED TO YOUR ACCOUNT ON THE DATE RECEIVED.

PAYMENT DROP BOX

PAYMENTS BY CHECK OR MONEY ORDER MAY BE PLACED IN THE CITY'S DRIVE BY DROP BOX AT CITY HALL, 104 N. RIVERSIDE DR., NORTH PARKING LOT. PAYMENTS RECEIVED AFTER 2 PM ARE CREDITED THE FOLLOWING BUSINESS DAY.

AUTOMATIC PAYMENT BANK DRAFTING

PAYMENT OF YOUR UTILITY ACCOUNT MAY BE SET UP TO AUTOMATICALLY DRAFT FROM YOUR CHECKING OR SAVINGS ACCOUNT. PAYMENT DRAFT DATES OCCUR APPROXIMATELY TWENTY 20 DAYS FROM THE ORIGINAL STATEMENT DATE. PROGRAM PARTICIPANTS CONTINUE TO RECEIVE A BILL TO INFORM THEM OF THE AMOUNT AND THE DRAFT DATE. CONTACT UTILITY CUSTOMER SERVICE FOR MORE INFORMATION ON HOW TO JOIN THE PROGRAM.

ON-LINE SERVICES

VISIT THE CITY'S WEB SITE AT WWW.CITYOFEDGEWATER.ORG FOR INFORMATION ON YOUR COMMUNITY AND TO VIEW YOUR ACCOUNT INFORMATION, INCLUDING CURRENT AND PAST BILL; STATEMENTS, SERVICE SUMMARY COSTS, AND BILLED CONSUMPTION USAGE. YOU CAN ALSO PAY YOUR UTILITY ACCOUNT ON-LINE. THE CITY ACCEPTS MOST MAJOR CREDIT CARDS. IN ADDITION, THE CITY ACCEPTS E-CHECKS ONLINE. TO MAKE PAYMENTS, VISIT THE CITY'S WEB SITE THEN CLICK ON 'UTILITY BILLING'.

LATE PAYMENT CHARGES

ACCOUNTS BECOME DELINQUENT 21 DAYS AFTER THE ORIGINAL STATEMENT DATE AND ARE SUBJECT TO DISCONNECT. A FIVE (5%) PERCENT LATE FEE IS CHARGED ON BALANCES NOT PAID BY THE DUE DATE, WHICH IS 20 DAYS FROM THE STATEMENT DATE. ACCOUNTS NOT PAID WITHIN **30 DAYS OF THE ORIGINAL STATEMENT DATE** WILL BE CHARGED **A \$35.00 DELINQUENT FEE.**

NON-PAY COLLECTION FEE/SERVICE DISCONNECTION

IF YOUR BILL HAS A BALANCE FORWARD, YOUR ACCOUNT COULD BE PAST DUE AND SUBJECT TO DISCONNECTION WITHOUT FURTHER NOTICE.

SERVICES MAY BE DISCONNECTED FOR "REASON OF NON PAYMENT". SERVICES, ONCE DISCONNECTED, WILL NOT BE RECONNECTED UNTIL ALL OF THE PAST DUE BALANCE ON THE ACCOUNT, AS WELL AS, THE DELINQUENT FEES ARE PAID IN FULL. **ANY BILL NOT PAID WITHIN TWENTY-ONE (21) DAYS OF THE STATEMENT DATE IS DELINQUENT AND SUBJECT TO DISCONNECTION WITHOUT FURTHER NOTICE.**

IF AN ONLINE OR AUTOMATED PAYMENT IS MADE AFTER YOUR SERVICE IS DISCONNECTED, YOU WILL NEED TO CONTACT CUSTOMER SERVICE FOR RECONNECTION.

THE **RECONNECTION CHARGE AFTER 4:30 PM** AND ON WEEKENDS OR HOLIDAYS IS **\$100.00.**

RETURNED CHECKS

PURSUANT TO SECTION 166.251, FLORIDA STATUTES, THE CITY MAY CHARGE A SERVICE FEE FOR DISHONORED CHECKS IN THE AMOUNT OF 5% OF THE FACE VALUE OF THE CHECK, OR THE FOLLOWING AMOUNT, WHICHEVER IS GREATER.

- \$25.00 IF THE FACE VALUE IS LESS THAN \$50.00
- \$30.00 IF FACE VALUE IS MORE THAN \$50.00 BUT LESS THAN \$300.00
- \$40.00 IF FACE VALUE IS MORE THAN \$300.00

ALL OTHER SERVICE FEES / DISCONNECTION OF SERVICE CHARGES MAY APPLY TO YOUR ACCOUNT IF YOUR CHECK IS NOT HONORED BY YOUR BANK.

ACCOUNT FINALS OR SERVICE TRANSFERS

PLEASE NOTIFY UTILITY CUSTOMER SERVICE REGARDING ACCOUNT FINALS, SERVICE TRANSFERS, OR TEMPORARY DISCONNECTION OF SERVICES. REMEMBER YOU ARE RESPONSIBLE FOR ALL ACCOUNT CHARGES UNTIL YOU NOTIFY UTILITY CUSTOMER SERVICE. THERE IS A BASE \$35.00 SERVICE CHARGE FOR ACCOUNT TRANSFERS.

DEPOSIT ON FILE

THE UTILITY DEPOSITS AND SERVICE CHARGES ARE REQUIRED BEFORE THE START OF SERVICE CAN BE ESTABLISHED BY RESOLUTION OF THE CITY COUNCIL.

THE CITY RETAINS YOUR UTILITY DEPOSIT IN ACCORDANCE WITH ALL APPLICABLE RESOLUTIONS ON FILE UNTIL YOU TERMINATE YOUR SERVICE OR AS AN OWNER, UPON WRITTEN REQUEST FOR REFUND. UPON TERMINATION, THE DEPOSIT IS APPLIED TO YOUR FINAL BILL AND THE DIFFERENCE IS REFUNDED. HOWEVER, NO REFUND CHECKS ON DEPOSITS SHALL BE ISSUED FOR AN AMOUNT LESS THAN \$10.00.

AN ADDITIONAL DEPOSIT AND SERVICE CHARGE SHALL BE REQUIRED, IF AFTER THE DEPOSIT IS CREDITED, SERVICE IS SHUT OFF AND A REQUEST FOR RECONNECTION OF SERVICE IS MADE.

AFTER HOURS EMERGENCY

AFTER HOUR EMERGENCIES, WHICH REQUIRE A SERVICE CALL TO YOUR HOME, WILL RESULT IN A \$100.00 SERVICE CHARGE.