



Dear City of Monroe Utility Customer:

The City of Monroe ("City") and employees are happy to welcome you to Monroe, Georgia. We are delighted to have you as a utility customer. We are dedicated to providing our customers with quality and timely service. In the interest of our customers, we make every effort to maintain our utility rates as low as possible. The information provided below explains our services, payment policies, and deadlines. Please take the time to carefully read this information. If you have any questions, contact your Customer Service Representative at 770-267-3429.

DEPOSIT REQUIREMENTS

A customer is required to pay a deposit before utility services are connected. The amount of your deposit is \$ _____. Customers may pay ½ of the required deposit at the time the utility services are connected and pay the remaining ½ of the deposit within two (2) weeks. Interest is paid on deposits. Your deposit and interest are refundable to you after your services have been disconnected and your FINAL bill has been paid in full. Your deposit can be applied to pay your **FINAL** bill only. Deposit refunds will only be issued to the customer responsible for the bill.

PAYMENTS DUE

Payment due dates and cut-off dates are printed on your utility bill. If your due date or cut-off date falls on a holiday, Saturday or Sunday, your actual due date or cut-off date will be the next work day. If you have not received your utility bill within several days prior to your due date, please contact a Customer Service Representative at 770-267-3429. Failure to receive your bill does not excuse your ability to make a timely payment, change your due date, or exempt you from incurring a late charge.

Late charges & reconnect charges will be assessed in the following manner:

1. Late Charge- If bill is not paid by the due date - 5% of the amount past due with a minimum charge of \$10.00
2. Non-payment processing fees:
 - Between the hours of 8:00 a.m. to 3:00 p.m. on regular business days \$ 50.00
 - Between the hours of 3:00 p.m. to 4:30 p.m. on regular business days \$120.00

If your payment is not received by your cut-off date, your utility services will be promptly disconnected.

Payment Extensions: All requests for an extension must be made in person and by the person, of which, the account is listed. No extension requests will be considered on or after the customer's scheduled cutoff date. Under no circumstance shall an extension be granted to the same customer more than once a month.

I understand that I am responsible for and agree to pay all charges I incur at the City of Monroe. I understand that if my account becomes delinquent, the City of Monroe has the authority to impose late fees, collection fees, court processing fees, and/or attorney's fees, and I will be responsible for the payment of these additional fees.

Each customer is responsible for the payment of their utility bill and deposit. For your convenience, you may pay your bill in the following manner:

1. **By automatic bank draft. Please ask your Customer Service Representative on how to sign up for automatic bank draft.**
2. **By mail -P.O. Box 725, Monroe, GA 30655**
3. **At the City Hall in the Utilities Customer Service Office, 215 North Broad Street, Monroe (8:00 a.m. to 5:00 p.m. Monday — Friday for Walk-in Service)**
4. **At the City Hall Drive-Thru Windows (8:00 a.m. to 5:00 p.m. Monday Friday), located on the Wayne Street side of the building.**
5. **At the payment Kiosk located beside the Drive-Thru area of City Hall located on the Wayne Street side of the building.**
6. **Automated Phone Payment System please call 1-833-441-1751. The Automated Phone Payment system accepts Visa, Mastercard, American Express, and Discover Debit/Credit cards.**
7. **Online Bill Pay via our website www.monroega.com. The Online Bill Pay accepts Visa, Mastercard, American Express, and Discover Debit/Credit cards.**

In the event your bank refuses to honor your check due to insufficient funds, the City of Monroe will notify you in writing pursuant to Georgia Law (GA Code O.C.G.A. 16-9-20) informing you that you must make good on the payment returned, including any late or other fees now incurred and the returned-item fee, by cash or money order payment in the City's Utilities Customer Service office on or before a date stated in the letter.

You will be charged a returned check fee of \$30.00 or 5% (five percent) of the face amount of the returned check, whichever is greater, for each returned check. If you have two (2) or more returned checks during a 12-month period, you will be required to make all future payments in cash or certified funds (i.e., money order, certified check, debit card or credit card) for a period of twelve months following the date the second check was returned.

If a check or bank draft is returned because the account is closed, and after notifying the customer pursuant to (GA Code O.C.G.A. 16-9-20), the account services will or may be promptly disconnected without further notice to the customer.

If a check or bank draft is returned for non-sufficient funds (NSF), and after notifying the customer pursuant to (GA Code O.C.G.A. 16-9-20), and the reversal of the payment causes the account to be in arrears beyond the normal non-pay disconnect date, the account services may be promptly disconnected without further notice to the customer.

If a check or bank draft is returned for non-sufficient funds (NSF), and the reversal of the payment does not cause the account to be in arrears beyond the normal non-pay disconnect rate, the customer will receive written notification pursuant to (GA Code O.C.G.A. 16-9-20), informing them that they must make good on the payment returned, including any late or other fees now incurred and the returned-item fee, by cash or money order payment in the City office on or before a date stated in the letter.

Any fees that would have been charged to the account had the returned item not been reflected as a valid payment will be charged against the account.

Bills not paid within 60 to 90 days of your due date will be forwarded to our collection agency. Please note that this could adversely affect your credit history for the next seven (7) years.

OTHER SERVICES

Emergency Service — We have crews available 24 hours a day, seven days a week. Just call our office at 770-267-3429.

Please note that charges for garbage services are included on your utility bill. Although we bill and collect your garbage charges, we do not provide garbage services. If you have a question about your garbage bill or garbage services, please contact the City's Public Works Department at 770-267-6933.

We appreciate this opportunity to serve you and we are glad to have you as our customer.