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## UTILITY ACCOUNT INFORMATION

### Due Dates

- Due dates on the 5<sup>th</sup> or 20<sup>th</sup> are universal to all customers and are based upon one of two billing cycles.
- Customers have **20 to 25 days** from issuance to pay each monthly utility bill, without late fees or disconnection.
- The timeframe of the due date may vary dependent upon weekends and holidays.
- **All due dates, late fees and notifications will be posted on customer utility bills.**

### Late Fee

- **After the due date, a \$20 late fee** will be applied to a customer's account, if the utility bill remains unpaid.
- The late fee will apply on the next month's utility bill and must be paid with the next month's bill.

### Disconnection

- Notification for unpaid utility accounts and disconnection will be issued on the next month's bill, approximately **10 days after the due date of the original unpaid bill.**
- A **\$25 fee** will be applied to all utility accounts placed on a list of delinquent accounts.
- The fee will apply on the next month's utility bill and must be paid with the next month's bill.
- **Customer utility accounts will have their water reconnected once the unpaid bill is paid in full.**
- There will be a \$50.00 charge for same-day service if payment is made after 3:30 pm during weekday business hours.

### Payment Arrangements

- The City will authorize a **one-time payment arrangement** every 18 months, as approved by the City Manager or a designee, and may only **receive up to 6 months** to pay the delinquency back in full.
- Customers in any payment arrangement must maintain all bills following the arrangement, in addition to the agreed payments. Any payment not met in accordance with the payment arrangement will immediately void the arrangement, be subject to disconnection and the delinquency must be paid in full.

### Emergency Water Repair and Service Hotline

- For after-hours water-related emergencies call (863-421-3636):
  - Leaks involving property damage or traffic impacts
  - Fire hydrant damages/leaks
  - No water (does not include service interruptions due to non-payment)
  - Lift station overflowing
  - Sewer overflows/backups.

**For questions regarding your account, please contact Utility Billing by phone at (863) 419-3516 or by email at [billing@hainescity.com](mailto:billing@hainescity.com).**

### Solid Waste

- Please call **Public Infrastructure (421-3777)** for questions, concerns, and to request Bulk Service.
- Residential and yard debris pick-up occurs weekly
- Fines may be assessed if residential containers are out earlier than 6:00 pm the prior day and 6:00 am following the day of scheduled service.

### OUR MISSION

*"Our team of professionals will provide our residents and business community with the highest quality services in a fiscally responsible manner through cooperation, strong ethical leadership with a lifelong commitment to enriching lives."*