

**Glendale Utility District
Policy & Procedures**

1. **NEW METER SERVICE**-Each residence, apartment or commercial building must have its own "Metering device". If new meter service does not have access to the Glendale sewer system the following steps must be taken in order to obtain new service: For Houses: A "Notice of Intent" must be obtained from the Forrest County Health Dept. upon our receipt of notice and proper fee has been paid for a new meter, we will set a temporary meter. When construction is complete the Health Department will issue a "Final Approval" letter (Forrest County Water waste and Sewer Ordinance Adopted November 1, 2001)
2. **BILLING**- Bills will be mailed on the last working day of each month and due by the 15th of the following month by 3pm. At 3pm of the 15th our billing system automatically applies a 10% late charge to any remaining balance.
3. **SHUT-OFFS/DISCONNECTIONS**- As a courtesy, shut off notices (Red Cards) will be mailed only to those reaching their deposit limit after the 15th of each month. Date of shut-off will be between the 22nd and the last day of the month. If meter is shut off for non-payment **all past due, current charges (all water used to date)** and reconnection fees must be paid before services can be reinstated. This must be paid in cash or money order only. We cannot accept credit card or check for payment if disconnected.
4. **CREDIT/DEBIT/ONLINE CARD PAYMENTS** – have to be paid 48hrs in advance before late charges are added and 48hrs before cut-off day. There is a 3% charge to use Debit/Credit cards on-line or in office. You have to have your account number, exact amount of your bill, if you're donating to fire protection and total amount to ensure your account is posted correctly.
5. **SHUT-OFFS REQUEST OF CUSTOMER**- If customer requests a meter be turned off for temporary reasons there will be a \$30 service fee to be paid before meter is turned back on.
6. **RE-READS** – There will be \$25 service fee for all re-reads done by the Utility at the request of the customer if the reading is correct. You can call us in your reading for us to compare at no charge.
7. **RETURNED CHECKS**- Returned checks are subject to immediate disconnect, including the amount of check returned, \$30.00 NSF fee and \$50.00 re-connect fee must be paid.
8. **VANDALISM OF METER** – Meter vandalism (Tampering, cutting off locks, etc.) are subject to immediate removal of water meter and a vandalism fee of \$200.00, \$50.00 re-connection fee, meter replacement fee (at cost), \$20 Replacement lock fee, past due bill and current bill and any other fees or parts damaged.
9. **FEES**- The following is a list of fees for services:

WATER/SEWER USAGE RATES:

Water/Residential	\$15.00 for the first 2000 gallons/\$5.50 per thousand thereafter.
Water/Commercial	\$19.00 for the first 2000 gallons/\$5.50 per thousand thereafter
Sewage/Residential & Commercial	100% of the water bill.

DEPOSITS FOR SERVICE

Residential Deposit (Non-rental)	\$50.00 (Refundable if account is paid in full at move out) Administrative fee- \$10.00 (Non-refundable)
Residential Deposit – (Rental)	\$100.00 (refundable if account is paid in full at move out) \$10.00 Administrative Fee- (Non-Refundable)
Commercial Deposit-	\$100.00 (Refundable if account is paid in full at move out) \$10.00 Administrative fee- (Non-refundable)
AFTER HOURS AND WEEKEND CALLS	\$200.00 Reconnect for non-payment/ \$50.00 for all other calls.

Sewer Connection Fees- Residential \$350.00; Commercial \$500.00

10. **PAYMENTS**- Payment of cash, check, money order, credit or debit will be accepted at our office at 2805 Glendale Ave. 8AM – 3PM M-F. Payments may also be mailed through USPS or dropped in the drop box. Please do not send cash through the mail or put in the drop box. Credit/Debit card payments: may be made in office or on-line at any time. However, to avoid late charges or cut-off these payments must be made 48 hours in advance of due date or cut-off date. GUD does not receive notification of the payment immediately.