

**CITY OF ARAPAHOE
UTILITY BILLING POLICY**

**Section I
INTRODUCTION**

Rates, fees, charges, and collections for the provision of utilities by the City of Arapahoe Utilities Department are those figures and terms set forth in the schedules incorporated into this policy as set by City Council. The schedules and terms shall be on file in the office of the Municipal Clerk for public inspection at any reasonable time.

**Section II
UTILITY BILLING**

A. UTILITY SERVICE APPLICATION

1. An application for new service shall be completed before services will be connected.

B. DEPOSITS AND UTILITY BILLING FEES:

1. Unified Deposit:
 - a. A deposit for any or all Utility Service Connections: \$300
 - b. All deposits are refundable after 1-year of excellent credit or will be refunded after the final bill is paid.
2. Service Order Fee (Non-Refundable):
 - a. \$25 - Customer service order fee for temporary disconnection of any or all services.
3. Utility Billing Statements:
 - a. All billing statements are due upon receipt.
4. Delinquent Service Fee (Non-Refundable):
 - a. Bills not paid by the end of the business day on the twentieth (20th) day of each month shall be deemed to be delinquent and shall have a penalty of ten percent (10%) added thereto. According to Municipal Code 50.01
 - b. Discontinuance of Service; Notice Procedure according to Municipal Code 50.02

5. Insufficient Funds Checks or ACH fails (Non-Refundable):
 - a. The customer shall be billed \$33.00 for any insufficient funds check or ACH fail.
 - b. The customer account will then be marked "Cash Only" for the remainder of the service agreement.
 - c. A disconnection made due to insufficient funds shall require payment of the full account balance at the time of reconnection.
 - d. Insufficient funds checks used in the payment of utility billing to avoid disconnection will result in automatic termination of service without notice.

6. Utility Disconnection Fees (Non-Refundable):

Disconnections due to non-payment shall be noted on the account and remain with the utility service applicant's history.

 - a. Reconnect Fees:
 - 1st Occurrence Reconnect Fee \$ 75.00
 - 2nd Occurrence Reconnect Fee \$150.00
 - 3rd Occurrence Reconnect Fee \$225.00Occurrences after the 3rd occurrence shall require a reconnection fee of \$225.00 plus an additional non-refundable \$300.00 deposit.
 - b. Amount due for reconnection of services will include the appropriate reconnection fee plus the full account balance at the time of reconnection.

MONTHLY CYCLE OF UTILITY BILLING

Utility meters are read between the 22nd and 24th of each month, bills are created on the 25th of each month, mailed to the customer before the 1st of each month, due upon receipt, and delinquent after 11:59pm on the 20th of each month.

NOTE: ALL SERVICE UPGRADES OR NEW SERVICE INSTALLATIONS REQUIRE APPLICATION AND PROCESSING THROUGH THE CITY OF ARAPAHOE/NPPD OPERATIONS & MAINTENANCE AGREEMENT.