

General Utility Policy on Late Fees, Disconnect Fees, and Miscellaneous Charges on Residential Accounts

Purpose

This policy outlines the City of Booneville Gas & Water Department Residential Customer guidelines for handling late fees, disconnect fees, and other miscellaneous charges to ensure fairness, consistency, and transparency for customers.

1. Late Fees

Definition:

Late fees are charges imposed when a customer fails to pay their utility bill by the specified due date.

Policy Guidelines:

- Residential Utility Bills are due by the 10th day of each month. At close of business on the 10th day of each month if your bill has not been received a 10% late charge will be added to the bill.

2. Disconnect Fees

Definition:

Disconnect fees are charges applied when a customer's service is suspended due to non-payment or other violations of service agreements.

Policy Guidelines:

- Residential Utility Bills are subject to be disconnected at the opening of the business day on the 21st day of each month that have an outstanding balance.

**** AMENDMENT MADE ON 5-20-2025****

- At the 9AM on the 21st of each month an automatic disconnect fee of \$45.00 will be added to the account and will need to be paid in full as well as the current bill total.

3. Miscellaneous Charges

Definition:

Miscellaneous charges may include fees for services or administrative tasks that fall outside the regular scope of billing (e.g., returned check fees, special meter readings, or equipment rentals).

Policy Guidelines:

- **Transparency:** All miscellaneous charges will be itemized clearly on the customer's bill, and the reason for each charge will be provided.
- **Returned Check Fees:** A fee of \$30.00 will be applied for payments returned due to insufficient funds or incorrect information.
- **Special Service Fees:** Charges for special services, such as meter downloads or equipment installations, will vary based on the complexity and scope of the service provided. Customers will be informed of these fees before the service is conducted.
- **Dispute Resolution:** Customers who wish to dispute a miscellaneous charge can do so within 15 days of receiving the bill. The utility company will investigate and respond to disputes within 7-10 business days.

4. After Hours/On Call

Definition:

After the close of business our employees rotate an after-hour phone line (662-416-1882). This phone line is meant for EMERGENCY SITUATIONS.

Policy Guidelines:

- We have the discretion to allow our on-call employees to determine if your need is emergent or if it can wait until the next business day.
- If an after-hour employee comes out to your location for anything non-emergent there will be a \$40.00 after-hour charge added to your bill which will need to be paid along with the regular monthly bill.

This policy will be reviewed annually to ensure it remains fair, transparent, and aligned with the best practices in the industry. This policy ensures that customers are treated with fairness and respect while maintaining accountability for timely payments.