

CITY OF AVON PARK
UTILITY/SANITATION BILLING POLICIES

In order to better serve you, we are taking this opportunity to advise you of the policies and fees regarding your utility account with the City of Avon Park.

NEW SERVICE: We require new services to be handled in person at City Hall. You will need a valid picture ID and Social Security number, and will be required to sign a Service Contract. You will be given the opportunity to provide an email address if you wish to receive your monthly bills by email.

DEPOSIT: Minimum residential deposits are \$150.00 per unit with a non-refundable service charge of \$30.00, for a total of \$180.00. Your deposit will be held against your final bill until the account is closed. At that time, the deposit will be used to pay the final bill and the remainder refunded to you.

<u>BASE RESIDENTIAL FEES:</u>	<u>INSIDE CITY LIMITS</u>	<u>OUTSIDE CITY LIMITS</u>
Water (0 to 3,000 gals.)	\$12.92	\$16.06 (Minimum)
Tax (10%)	1.29	NA
Garbage	15.00	NA
Sewer (Flat Rate)	<u>28.00</u>	<u>35.00</u> (Where Available)
Minimum Bill	\$60.21	\$51.06 (Both Services)

Note: Inside City Limits, per City ordinance, when water and sewer services are not active, the home owner will continue to be billed the garbage fee. Garbage service is active at all times.

The City provides a garbage cart for residences inside City limits. These carts have the capacity of three regular garbage cans. Each cart has a unique serial number and is assigned to a specific location. These carts are the property of the City of Avon Park and therefore must stay where assigned. *If you move, the cart must be left at the location.* If the cart is not returned, the replacement cost is \$46.02, pro-rated over the 10 year life cycle, and *will be assessed to your account.*

BILLING: Meters are read and accounts billed monthly during the same week each month within a day or two allowing for weekends and holidays. You will be read and billed routinely according to the area your route is located. Because all meters in the area are read and processed at the same time, *we are unable to change your billing date or due date.*

Please read your bill carefully. Two dates appear on your bill: the **due date** and the **cut-off date**. Your bill will be due fifteen days after the mailing date. If payment is not received by the due date, a **5% late fee will be assessed the day after the due date**. If payment is not received **before the cut-off date, your service will be disconnected. You will be assessed a reconnection fee of \$40.00 between the hours of 8:00 a.m. and 4:00 p.m. on regular business days.** To be reconnected any other time, the fee will be **\$80.00**. Once personnel have come to your residence/business to disconnect services for non-payment, these fees are charged. **PLEASE READ THE ADDITIONAL INFORMATION ON THE BACK OF YOUR STATEMENT.** **We do not send delinquent notices if your bill is not paid. You will not receive a notice prior to services being disconnected. If payment is not received within seven days to restore service, the account will be closed.**

PAYMENT OPTIONS: We accept cash, checks, money order, and credit cards (with proper ID). You may also visit our website at www.avonpark.cc to make payments online, arrange for automatic bank draft, and automatic credit card draft. For your convenience, we also have an after-hours drop box located at the driveway on the west side of City Hall.

SERVICES ON FOR CLEANING: **Property owners** can request services be turned on for a maximum of 10 days **for the purpose of cleaning and repairs**. The charge for the cut on is \$30.00; **in addition, the owner will also be charged for all services provided**, which may include water, sewer and garbage, depending on the location of the address.