

Lee County Utilities Authority

CHRIS BOSWELL
General Manager

905 US 19 South
Leesburg, GA 31763
Tel: (229) 759-6056
Fax: (229) 759-3319

Tricia Mills
Director of Admin, Operations

Ira Houston
Director of Field Operations

January 6, 2020

To: Authority Staff

From: Chris Boswell



Subject: Processing Fee Policy/Procedure Clarification

All accounts not paid by 5 PM on the designated "CUT OFF" date will be charged a \$50 processing fee.

This fee will only be removed for the following:

- Customer places account on "automatic bank draft"
(An account that has NOT received any bank/credit card return payments in the 24 months prior is not eligible for back draft.)
- Customer who has been hospitalized within the 10 days prior to designated "CUT OFF" date with supporting documentation received on or before the designated "CUT OFF" date. This waiver of "processing fee" and 10 day extension from disconnection of service does not relinquish the customer's obligation to pay the account in full.
(The only supporting documentation accepted for this waiver is "hospital discharge/release form" from the hospital. Work excuses are not accepted as proof for waiver.)
- Customers who have experienced a death in the immediate family (mother, father, spouse, and child) with supporting documentation received on or before the designated "CUT OFF" date. This waiver of "processing fee" and 10 day extension from disconnection of service does not relinquish the customer's obligation to pay the account in full.
(The only accepted supporting documents is a published obituary in which the account holder's name is listed.)

There are not to be any exceptions from the above stated.

All supporting documentation must be presented no later than one day of the designated "CUT OFF" date.

*Designated "CUT OFF" date is the date printed on the customer's statement.