

## Lee County Utility Billing Rate Schedule

### Garbage Disposal

\$23.00 per month for once a week collection.

The Lee County Board of Commissioners raised the residential rate to \$23.00 per month, effective August 1, 2010 for all Lee County citizens with residential garbage service. In addition, a 4.8% rate increase will be added to commercial customers.

### Residential Inert Waste Pickup

\$5.00 per cubic yard, plus a \$4.00 per cubic yard weight fee. Call 759-6028 to schedule pick up of yard debris.

In addition to the rate increase per month, a 4.1% rate increase and energy adjustment of \$.06 per cubic yard of waste will be added to commercial customers.

### Streetlights

\$3.00 per month. Contact 759-6048 for streetlight information.

### Residential & Commercial Water and Sewer Services

All water/sewer customers shall pay a *water availability charge* and a *sewer availability charge* of \$18.00 per month. Customers who are both water and wastewater customers shall pay both availability charges.

All customers shall be required to pay monthly usage charges with respect to each gallon of water used and with respect to each gallon of sewer used as follows:

<u>Usage</u>	<u>Usage Charge</u>
0 to 9,000 gallons	\$2.25 per thousand
9,001 to 50,000	\$2.75 per thousand
50,001 to 100,000	\$3.25 per thousand
Over 100,001 gallons	\$3.75 per thousand

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- For billing inquiries or service, call the Lee County Utility Billing Department at 759-6053 or 759-6054 Monday through Friday, 8:00 a.m. to 5:00 p.m. For trash service please choose Extension 1.
  - An after hours drop box is located at the Utility Billing Department, 103 Main Street (Governmental Building).
  - All returned checks will be charged a \$30.00 fee.
  - Failure to receive a bill does not relieve you of the obligation to pay.

- Carts must be placed by the curb (within 10 feet) before 7:00 a.m. on the day of pickup. The cart must be removed from the curb after services have been rendered.
- Only household trash may be placed in the cart. No other debris will be picked up.
- Starting July 1, 2008 the Utility Authority will no longer mail out cutoff notice reminders. The cutoff date will be printed on the bill only.

***The following changes were implemented on July 1, 2008***

- There shall be a re-read fee in the amount of \$35.00 for each requested re-read by customers, but such fee shall not be payable where the meter reading being re-read is found to be incorrect.
- There shall be a service fee for all temporary service in the amount of \$35.00 per each request for temporary service.
- There shall be a processing fee and/or reconnection fee in the amount of \$50.00 for each reconnection required of the Authority.
- The service deposit payable at the time of initiation of service shall be \$100.00 for water service and \$100.00 for sewer service. Cash or money orders only. Such deposits shall be refundable in accord with the regulations of the Authority.

**Deposit/Refund Policy**

**\*\*\* Failure to receive bill does not relieve you of the obligation to pay bill. \*\*\***

**1. Deposit/Refund Policy**

**Deposit** - A deposit of \$100.00 or \$200.00 depending on the number of services provided is required prior to services being connected at a residence. The deposit is held in a non-interest bearing escrow account. This deposit is not transferable. (If you move from one address to another you will have to put a deposit up for the new address also, the deposit at the old address will be refunded as soon as the final bill is produced.) **Refunds**-The entire deposit will be applied to the customers account after 36 months of service as long as the customer is not disconnected nor payments sources returned during that time. If a customer moves prior to 36 months the deposit will be refunded to the last known address after the final bill is deducted. Please allow 30-45 days for delivery. (Effective April 15, 2004)

**2. Connection/Disconnection Policy**

The policy for water **connection**:

Water service will be turned on prior to the close of business the following day after receiving the deposit. Regardless of when the deposit is paid (ex. 8 AM Monday morning), we cannot guarantee same-day service. The policy for request for **disconnection**:

Water services will be disconnected at the customer's request prior to the close of business on the date requested with the following exceptions:

Friday requests-water will be turned off on Monday morning (allowing the Customer time to clean the home). When a customer requests to have services turned off the same day of call or stopping in. Services will be discontinued prior to the close of business the following day.

### **3. Disconnection Policy for Non-Payment:**

Water services will be cut off to a residence when the bill has not been paid prior to 5:00 PM on the cut-off date on the monthly bill.

All payments received after 5:00 PM on the cut-off date will be charged \$50.00 in addition to the amount of the current bill. All charges (reconnection, after-hours and current bill) must be paid prior to reconnection of services.

\*\*\* Any tampering of services will be result in a minimum fee of \$ 25.00. \*\*\*

### **4. Emergency Service:**

The Utilities Authority has an on-call staff 7 days a week. Emergency situations include:

- Water escaping from a line from the meter to the road or anywhere in the road.
- Sewer escaping from a line or manhole.
- Water escaping from a fire hydrant.

The Emergency pager number is 759-6056. The on-call staff will call the resident back and make a decision whether the situation is an emergency or not.

\*\*\* POLICIES MAY CHANGE WITHOUT PRIOR NOTICE\*\*\*