

MOVING REQUIREMENTS

Before leaving or entering premises, written notice must be given at our office so that final readings may be taken. Customers are responsible for all charges until their account is closed.

PAYING YOUR BILL

Because Electric City Utilities bills for utility services after the service is provided, payment is due when you receive your bill. Usage is shown in 100 cu ft and is equivalent to 748 gallons. If charges become past due, a 10% late charge will be added and Electric City Utilities may begin disconnection procedures. If your service has been disconnected due to non-payment, a \$40.00 (before 4:30) or \$55.00 (after 4:30) reconnection fee and any past due utility balance must be paid to reconnect your service; no checks will be accepted. **We are not responsible for mail delivery.** FAILURE TO RECEIVE BILL DOES NOT EXCUSE NON PAYMENT.

METHOD OF PAYMENT

No one other than the City of Anderson is authorized to accept payments for utility services provided by Electric City Utilities. We accept Visa, MasterCard, Discover, cash, money order, bank draft, (see bank draft option below), and check payments; (no checks will be accepted if you have been disconnected for non-payment). For your convenience, if your check is dishonored or returned for any reason, we will electronically debit your account for the amount of the check plus a processing fee of \$30. The use of a check is your acknowledgement and acceptance of this policy and its terms. We also offer Free Online Bill Pay, please visit www.cityofandersonsc.com. If a customer is asked to pay a fee to use online bill pay, then it is not the authorized City of Anderson website.

METER OBSTRUCTION

If we are unable to read a meter due to an obstruction, i.e. a vehicle, dog house, leaves, dirt, shrubbery, yard waste, Electric City Utilities will charge the customer a minimum of 2000 cu ft until obstruction is removed.

METER TAMPERING IS UNLAWFUL

It is unlawful to alter, tamper with, or bypass a meter which has been installed for the purposes of measuring the use of water. A person who tampers with a meter may be prosecuted. Per City Ordinance 78-64, the owner of the property or occupant contracting for water service shall be responsible for the negligent or willful damage of meters, locking devices, or other fixtures pertaining to water service, and the actual cost of labor and materials used in the replacement or repair of such damaged fixtures shall be added to the water bill. This also pertains to piling of yard waste on or around such fixtures for removal by City or other officials.

SOUTH CAROLINA SETOFF DEBT COLLECTION

The City of Anderson has the right pursuant to the South Carolina Setoff Debt Collection Act to collect any sum due and owned by the customer through offset of the customers state income tax refund. If the City of Anderson chooses to pursue debts owned by the customer through the Setoff Debt Act, the customer agrees to pay all fees and costs incurred through setoff process, including fees charged by the Department of Revenue, the Municipal Association of South Carolina, and/or the City of Anderson. If the City of Anderson chooses to pursue debts in a manner other than setoff, the customer agrees to pay the costs and fees associated with the selected manner as well.