

City of Robertsdale

Utility Service

Policy and Procedures



**22647 Racine St.
Robertsdale, AL 36567
(251) 947-8905
8:00 am to 4:30 pm
Monday -Friday**

(Effective 10/1/2025)

TABLE OF CONTENTS

PAGE

Electric Service

| | |
|---|----|
| - Residential | 2 |
| - Commercial | 4 |
| - Unoccupied Structures | 6 |
| - Industrial | 8 |
| - Unmetered Security Lighting | 10 |
| - Purchased Power Cost Adjustment (PPCA) Schedule | 12 |
| - Miscellaneous Electric Charges | 14 |

Natural Gas Service

| | |
|--|----|
| - General Service | 16 |
| - Municipal, Schools, and Public Buildings | 18 |
| - Miscellaneous Natural Gas Charges | 20 |

Water Service

| | |
|-------------------------------------|----|
| - Inside City Limits | 21 |
| - Outside City Limits | 23 |
| - Sprinkler Systems | 24 |
| - Hydrant Meter | 25 |
| - Miscellaneous Water Charges | 27 |

Sanitation Service

| | |
|-------------------------------------|----|
| - Residential | 30 |
| - Commercial (Small Business) | 33 |
| - Industrial/Heavy Commercial | 34 |

Sewer Service

| | |
|-------------------------------------|----|
| - Sewer User Charge Policy | 35 |
| - Monthly Sewer Rates | 37 |
| - Miscellaneous Sewer Charges | 37 |

Expansion of City Utilities Cost Reimbursement Policy

| | |
|-------------------------|----|
| - Water/Sewer/Gas | 40 |
| - Electric | 42 |

Utility Service Request Procedure

| | |
|---|----|
| - Application Process | 44 |
| - Transfer Service | 45 |
| - Deposit Information | 45 |
| - Meter Sets | 46 |
| - Disconnects/Final Billing/Deposit Refunds | 43 |

Utility Billing & Collections

| | |
|---|----|
| - Utility Billing | 47 |
| - Utility Payment Methods | 47 |
| - Past Due Bills | 48 |
| - Returned Items | 49 |
| - Collection of Delinquent Accounts | 50 |

(Amended 10-01-01; 10-06-01; 10-06-03; 09-06-05; 04-02-07; 10-1-2010; 10-1-2011; 10-1-2012; 10-1-2013; 10-1-2014; 10-1-19; 10-1-25)

ELECTRIC SERVICE

RESIDENTIAL RATE R-1

AVAILABILITY

Available to consumers in all areas served by the City of Robertsdale, Alabama.

APPLICABILITY

Applicable for service to single residences and individual family apartments. Service shall not be resold or shared with others except that when two or more family dwellings are served through a single meter, all provisions of the rate and minimum shall be applied as though each dwelling unit had been separately metered. The actual metered consumption was divided equally among each unit.

CHARACTER OF SERVICE

Single-phase service at approximately 120 or 120/240 volts.

MONTHLY RATE

\$12.50 Customer Charge, plus 9.690 cents per KWH for all KWH

MINIMUM BILL

The monthly minimum bill shall be \$12.50 plus applicable taxes.

PAYMENT

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

PURCHASED POWER COST ADJUSTMENT

The amount calculated at the above rates may be adjusted by the amount calculated in the Purchased Power Cost Adjustment (PPCA) Schedule.

DISTRIBUTED GENERATION INTERCONNECTION

Any electric customer installing and interconnecting distributed generation (DG) equipment, such as solar panels, windmills, and motor-driven generators, must adhere to the most current distributed generation interconnection procedures adopted by the City of Robertsdale. These procedures and standards have been established to ensure that the DG equipment does not cause significant degradation of the safety, power quality, or reliability of the City's electrical distribution system.

TAX PROVISIONS

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City or its customers by any government authority, either Federal, State, or local, there shall be added to the above rates and charges an amount calculated on a pro rata basis, sufficient to recover any such tax or taxes.

(Adopted 10-20-97) (Amended 09-06-05; 04-02-07; 10-1-10; 10-1-11;
10-1-12; 10-1-13; 10-1-14; 10-1-19; 10-1-25)

SMALL LIGHT AND POWER SERVICE RATE C-1

AVAILABILITY

Available to consumers in all areas served by the City of
Robertsdale, Alabama

APPLICABILITY

Applicable for non-residential lighting and power service when the maximum integrated 15-minute demand is less than 50 KW. Service to more than one premise shall not be combined. Service shall not be resold or shared with others.

CHARACTER OF SERVICE

Single-phase or three-phase, 60-Hertz, at the available nominal secondary voltages.

MONTHLY RATE

\$13.00 Customer Charge, plus 10.250 cents per KWH for all KWH

MINIMUM BILL

The monthly minimum bill shall be \$13.00 plus applicable taxes.

PAYMENT

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

PURCHASED POWER COST ADJUSTMENT

The amount calculated at the above rates may be adjusted by the amount calculated in the Purchased Power Cost Adjustment (PPCA) Schedule.

DISTRIBUTED GENERATION INTERCONNECTION

Any electric customer installing and interconnecting distributed generation (DG) equipment, such as solar panels, windmills, and motor-driven generators, must adhere to the most current distributed generation interconnection procedures adopted by the City of Robertsdale. These procedures and standards have been established to ensure that the DG equipment does not cause significant degradation of the safety, power quality, or reliability of the City's electrical distribution system.

TAX PROVISIONS

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City or its customers by any government authority, either Federal, State, or local, there shall be added to the above rates and charges an amount calculated on a pro rata basis, sufficient to recover any such tax or taxes.

(Adopted 10-1-2019; 10-1-25)

POWER SERVICE FOR UNOCCUPIED
STRUCTURE RATE C-2

AVAILABILITY

Available to consumers in all areas served by the City of Robertsdale, Alabama

APPLICABILITY

Applicable for unoccupied non-residential power service, when the maximum integrated 15-minute demand is less than 50 KW. Service to more than one premise shall not be combined. Service shall not be resold or shared with others.

CHARACTER OF SERVICE

Single-phase or three-phase, 60-Hertz, at the available nominal secondary voltages.

MONTHLY RATE

\$35.00 Customer Charge, plus 10.250 cents per KWH for all KWH

MINIMUM BILL

The monthly minimum bill shall be \$35.00 plus applicable taxes.

PAYMENT

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

PURCHASED POWER COST ADJUSTMENT

The amount calculated at the above rates may be adjusted by the amount calculated in the Purchased Power Cost Adjustment (PPCA) Schedule.

DISTRIBUTED GENERATION INTERCONNECTION

Any electric customer installing and interconnecting distributed generation (DG) equipment, such as solar panels, windmills, and motor-driven generators, must adhere to the most current distributed generation interconnection procedures adopted by the City of Robertsdale. These procedures and standards have been established to ensure that the DG equipment does not cause significant degradation of the safety, power quality, or reliability of the City's electrical distribution system.

TAX PROVISIONS

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City or its customers by any government authority, either Federal, State, or local, there shall be added to the above rates and charges an amount calculated on a pro rata basis, sufficient to recover any such tax or taxes.

(Adopted 01-01-90) (Amended 09-20-99;09-06-05;04-02-07; 10-1-2010; 10-1-2011;10-1-2013;10-1-2014;10-1-19; 10-1-25)

INDUSTRIAL SERVICE RATE I-1

AVAILABILITY

Available to consumers in all areas served by the City of Robertsdale.

APPLICABILITY

Applicable for non-residential lighting and power service when the maximum integrated 15-minute demand is 50 KW or more.

Service to more than one premise shall not be resold or shared with others.

CHARACTER OF SERVICE

Single-phase or three-phase, 60-Hertz, at the available nominal secondary or primary voltages.

MONTHLY RATE

Demand: \$7.45 per KW for all KW, plus

Energy Charge: 7.61 cents for the first 20,000, plus

7.23 cents per KW for allover 20,000

DETERMINATION OF DEMAND

The kilowatt demand shall be based on the consumer's maximum integrated fifteen (15) minute demand during each service month, provided such demand shall not be less than 75% of the maximum demand established during the eleven (11) preceding months, nor less than 75% of the contract capacity, nor less than 50KW.

MINIMUM BILL

In consideration of the readiness of the City of Robertsdale to furnish electric service, no monthly bill shall be rendered for less than the charge for demand plus applicable taxes.

PAYMENT

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

PURCHASED POWER COST ADJUSTMENT

The amount calculated at the above rates may be adjusted by the amount calculated in the Purchased Power Cost Adjustment (PPCA) Schedule.

DISTRIBUTED GENERATION INTERCONNECTION

Any electric customer installing and interconnecting distributed generation (DG) equipment, such as solar panels, windmills, and motor driven generators, must adhere to the most current distributed generation interconnection procedures adopted by the City of Robertsdale. These procedures and standards have been established to assure that the DG equipment does not cause significant degradation of the safety, power quality, or reliability of the City's electrical distribution system.

TAX PROVISIONS

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City or its customers by any government authority, either Federal, State, or local, there shall be added to the above rates and charges an amount calculated on a pro rata basis, sufficient to recover any such tax or taxes.

(Adopted 10-20-97)

(Amended 09-20-99; 09-06-05; 4-2-07; 9-4-07; 10-1-19; 10-1-25)

UNMETERED PROTECTIVE LIGHTING RATE PL-1

AVAILABILITY

Available for protective-type outdoor lighting for all consumers in areas served by the City of Robertsdale, provided that all such customers can be served directly from existing overhead secondary distribution lines of the City of Robertsdale.

CHARACTER OF SERVICE

Dusk to dawn unmetered service is covered by charges set forth below, which also cover maintenance of luminaries and replacement of lamps that burn out. Such charges do not cover replacement of lamps, luminaries, brackets, or overhead lines that are damaged or destroyed due to vandalism or any other cause beyond the City's control; such facilities damaged or destroyed under such circumstances are to be replaced by the consumer at the consumer's expense. Lamp renewals and required maintenance will be performed only during regular daytime working hours as soon as practical after notification by the consumer of the necessity.

MONTHLY RATE

\$6.00 per 175-watt security light
\$8.90 per 250-watt security light
\$13.70 per 400-watt security light
\$48.00 per 1500-watt security light

INSTALLATION CHARGE

The consumer shall be required to pay an installation charge which shall cover the actual cost of materials for the initial installation of overhead lines, poles, fixture assemblies, including brackets, and any other additional facilities which are required to provide service under this rate.

PAYMENT

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

DISTRIBUTED GENERATION INTERCONNECTION

Any electric customer installing and interconnecting distributed generation (DG) equipment, such as solar panels, windmills, and motor-driven generators, must adhere to the most current distributed generation interconnection procedures adopted by the City of Robertsdale. These procedures and standards have been established to ensure that the DG equipment does not cause significant degradation of the safety, power quality, or reliability of the City's electrical distribution system.

TAX PROVISIONS

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City or its customers by any government authority, either Federal, State, or local, there shall be added to the above rates and charges an amount calculated on a pro rata basis, sufficient to recover any such tax or taxes.

(Adopted 4-2-07) (Amended 10-1-2010; 10-1-25)

PURCHASED POWER COSTADJUSTMENT **(PPCA) SCHEDULE**

The Purchased Power Cost Adjustment shall consist of two basic parts, as follows:

Part 1 = Revenue Requirement Factor

Part 1 makes provisions to recover annual and frequent fluctuation in operation and maintenance costs, annual administration costs, net non-operating revenues, contributions to the General Fund in place of taxes, electrical system bond payments, electric system extensions, improvements and additions, and other expenses and subsidies to other funds which are assessed against the Electric Fund.

Part 2 = Wholesale Power Cost Adjustment (WPCA)

Part 2 provides a method that may be utilized by the City to react to fluctuations in wholesale power costs.

An “Extra Revenue Requirement” will be calculated by subtracting the “Base” Purchased Power Costs ($\$0.0504 \times$ Total KWH Purchases) from the actual wholesale purchased power costs.

The monthly Wholesale Power Cost Adjustment is then calculated by dividing this “Extra Revenue Requirement” by the next month’s estimated KWH sales (excluding lights and other fixed billing loads). This monthly Wholesale Power Cost Adjustment will be rounded to the nearest \$0.0001 per KWH.

There will be a true-up amount each month applied to the “Extra Revenue Requirement” to account for the difference between actual and estimated KWH sales. However, if the City chooses not to pass along extra calculated charges or credits for a given month, then there will be no “true-up” amount the following month.

Stated by formula, the Wholesale Power Cost Adjustment (WPCA) is as follows:

$$\mathbf{WPCA} = [(\mathbf{APP} - \mathbf{BPP}) + \mathbf{T}] / \mathbf{S}$$

APP = Actual total Purchased Power costs associated with its bulk power supply.

BPP = “Base” Purchased Power costs (\$0.0504 X Total KWH Purchases).

T = True-up amount calculated monthly to account for the difference between actual and estimated KWH Sales.

S = Estimated monthly KWH Sales (excluding lights and other fixed billing loads).

(Amended 4-2-07; 9-4-07; 5-1-09; 10-1-10; 10-1-14, 10-1-24; 10-1-25)

ELECTRIC MISCELLANEOUS CHARGES **(Including deposit rates)**

1. Application for Service:

All new applicants must make a deposit for the initial service in each billing classification as follows:

2. Collection of Delinquent Accounts:

Non-Payment Fee/Acct Processed \$ 50.00
for disconnection

3. Trouble Calls:

(Consumer's side of meter)

Meter Test \$ 35.00
After Hours \$ 50.00

4. Security Lights*:

| | |
|--|-----------|
| Install on existing pole | \$ 130.00 |
| Install pole & light (plus, the cost of the pole) | \$ 130.00 |

Relocate Light

(Charged at actual cost as determined by the Director of Public Works)

*Charges will be based on the actual cost to the City for the poles & security lights.

5. Temporary Service:

| | |
|---|-----------|
| Pole set by contractor or owner | \$ 50.00 |
| Pole to be set by the City electric dept. | \$ 100.00 |
| (Does not include the cost of the pole) | |

6. Service Connections:

| | |
|--------------------------|----------|
| After hours and weekends | \$ 50.00 |
|--------------------------|----------|

7. Lightning Arrestor

| | |
|----------|----------|
| Arrestor | \$ 38.00 |
|----------|----------|

8. Meter Tampering Charge:

| | |
|-------------------------|------------|
| 1 st offense | \$ 250.00 |
| 2 nd offense | \$ 500.00 |
| 3 rd offense | \$ 1000.00 |

The account holder may be charged if it is determined by the public works department that the city's metering equipment has been tampered with. Evidence of tampering may include, but is not limited to, a broken meter seal, turned meter, etc.

NATURAL GAS SERVICE

GENERAL SERVICE RATE G-1

AVAILABILITY

Available in all areas served by the City's transmission and/or distribution systems, but restricted to those consumers currently being served under this classification. The City, being subject to the dictates of its supplier and governmental agencies, both State and Federal, regarding quantity and end-use of this commodity, consequently does not commit that service will be continuous.

APPLICABILITY

Applicable for service to single residences, individual, family apartments or single small commercial establishments for cooking, water heating, space heating and like uses. Services shall not be resold to or shared with others except that when two or more units are served through a single meter, all provisions of the rate and minimum shall be applied as though each unit had been separately metered and the actual metered consumption were divided equally between each unit.

MONTHLY RATE

\$10.40 for the first 300 cubic feet or less, plus
\$1.373 per 100 cubic feet for the next 2,700 cubic feet; plus
\$.853 per 100 cubic feet for all over 3,000 cubic feet.

RECONNECTION CHARGE

When gas service is suspended at the consumer's request for seasonal reasons, there will be a reconnection charge of \$20.00.

MINIMUM MONTHLY BILL

Monthly bills for service provided hereunder will not be less than \$10.40. However, for any consumer that uses natural gas for space heating only, if there is no consumption during any of the billing months of May through October, the minimum monthly bill will be \$2.00 for each month so recorded.

PAYMENT

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

TAX PROVISIONS

In the event any privilege, license, franchise, use, occupational, or other similar tax is imposed upon the City by any governmental authority, either Federal, State, or Local, there shall be added to the above rates and charges an amount calculated on a pro-rata basis sufficient to recover any such tax or taxes.

PURCHASED GAS ADJUSTMENT (PGA)

The current monthly bill, as calculated under this rate, shall be increased by an adjustment factor, which shall be applied to each 100 cubic feet of natural gas sold under this rate. This factor shall be calculated based on the PGA fuel charges billed to the City of Robertsdale by Riviera Utilities during the preceding billing month. This adjustment factor will be calculated at full cost recovery above the benchmark cost of \$0.40 per 100 cubic feet of gas delivered by said supplier.

(Adopted 09-01-85) (Amended 4-2-07; 9-2-08; 10-1-2011; 10-1-25)

MUNICIPAL, SCHOOL, AND PUBLIC BUILDING
RATE G-3

AVAILABILITY

Available in all areas served by the City's transmission and/or distribution systems, but restricted to those consumers currently being served under this classification. The City, being subject to the dictates of its supplier and governmental agencies, both State and Federal, regarding quantity and end-use of this commodity, consequently does not commit that service will be continuous.

APPLICABILITY

Applicable for service to municipal buildings, school buildings, or other buildings that may be defined as "public" by the City. Service shall not be resold to or shared with others except that when two or more units are served through a single meter, all provisions of the rate and minimum shall be applied as though each unit had been separately metered and the actual metered consumption were divided equally between each unit.

MONTHLY RATE

\$.94 per 100 cubic feet for the first 20,000 cubic feet; plus \$.52 per 100 cubic feet for all over 20,000 cubic feet.

MINIMUM MONTHLY BILL

Monthly bills for service provided hereunder will not be less than \$312.00.

PAYMENT

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

PURCHASED GAS ADJUSTMENT (PGA)

The current monthly bill, as calculated under this rate, shall be increased by an adjustment factor, which shall be applied to each 100 cubic feet of natural gas sold under this rate. This factor shall be calculated based on the PGA fuel charges billed to the City of Robertsdale by Riviera Utilities during the preceding billing month. This adjustment factor will be calculated at full cost recovery above the benchmark cost of \$0.40 per 100 cubic feet of gas delivered by said supplier.

DELIVERY PRESSURE

The delivery pressure to the consumer will be determined by the pressure available in the City's mains at the consumer's location. It will not be less than four ounces at the consumer's connections.

TAX PROVISIONS

In the event any privilege, license, franchise, use, occupational, or other similar tax is imposed upon the City by any governmental authority, either Federal, State, or Local, there shall be added to the above rates and charges an amount calculated on a pro-rata basis sufficient to recover any such tax or taxes.

TERM OF CONTRACT

Service under this classification shall be for a minimum period of one-year and thereafter until terminated by ninety (90) days written notice, by either party to the other, or as specified in the contract for service.

(Amended 4-2-07; 10-1-25)

GAS MISCELLANEOUS CHARGES
(Includes deposit rates)

1. Connection Fees:

| | |
|---|-----------|
| 5/8-inch line | \$ 350.00 |
| (+ \$2.00 per foot from gas source to meter. Larger lines to be charged at actual cost as determined by the Director of Public Works) | |

2. Deposits:

| | |
|---|------------|
| Residential/Owner | \$ 50.00 |
| (proof of ownership required) | |
| Residential/Renter | \$ 100.00 |
| All Commercial Accounts | \$ 80.00 |
| Commercial w/Demand | \$ 160.00 |
| Industrial | Calculated |
| Temp. Service (10 business days) | \$ 10.00 |
| (1 time at 1 location must provide ownership) | |
| Administrative Fee-All Classes | \$ 30.00 |
| (Nonrefundable) | |

3. Trouble Calls:

| | |
|---------------|----------|
| Regular Hours | \$ 35.00 |
| After Hours | \$ 50.00 |
| Test Meters | \$ 35.00 |

(Amended 4-15-02; 10-6-03; 9-6-05; 4-2-07; 9-4-07; 9-2-2008; 10-1-2009; 10-1-2011; 10-1-2015; 10-1-2016; 10-1-2017; 10-1-2018; 10-1-2019; 10-1-2020; 10-1-2021; 10-1-2023; 10-1-25)

WATER SERVICE

INSIDE CITY LIMITS RATE W-1

AVAILABILITY

Available to customers within the City limits of the City of Robertsdale.

APPLICABILITY

Applicable for service to residential, commercial, and industrial customers. Service shall not be resold or shared with others without being properly billed by the City according to the meter size.

MINIMUM MONTHLY BILL

| | | |
|-------------------------------|----|--------|
| 3/4" Residential & Commercial | \$ | 14.50 |
| 1" Residential Meter | \$ | 14.50 |
| 1" Commercial Meters | \$ | 20.00 |
| All 2" Meters | \$ | 57.50 |
| All 3" Meters | \$ | 95.00 |
| All 4" Meters | \$ | 170.00 |
| All 8" Meters | \$ | 250.00 |

MONTHLY RATE

| | |
|------------------------|--------------------------|
| First 3,000 gallons | \$2.32 per 1,000 gallons |
| All over 3,000 gallons | \$3.32 per 1,000 gallons |

PAYMENTS

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

TAX PROVISIONS

In the event any privilege, license, franchise, use, occupational, or other similar tax is imposed upon the City or its customers by any government authority, either Federal, State, or local, there shall be added to the above rates and charges an amount, calculated on a pro-rata basis, sufficient to recover any such tax or taxes.

(Amended 4-15-02; 10-6-2003; 9-6-05; 4-2-2007; 9-4-2007; 9-2-08; 10-1-2009; 10-2-2011; 10-1-2015; 10-1-2016; 10-1-2017; 10-1-2018; 10-1-2019; 10-1-2020; 10-1-2021; 10-1-2023; 10-1-25)

OUTSIDE CITY LIMITS **RATE W-3**

AVAILABILITY

Available to customers outside the City limits of the City of Robertsdale.

APPLICABILITY

Applicable for service to residential, commercial, and industrial customers. Service shall not be resold or shared with others without being properly billed by the City according to the meter size.

MINIMUM MONTHLY BILL

| | | |
|-------------------------------|----|--------|
| 3/4" Residential & Commercial | \$ | 19.25 |
| 1" Residential Meter | \$ | 19.25 |
| 1" Commercial Meters | \$ | 25.00 |
| All 2" Meters | \$ | 60.00 |
| All 3" Meters | \$ | 100.00 |
| All 4" Meters | \$ | 150.00 |
| All 6" Meters | \$ | 170.00 |
| All 8" Meters | \$ | 265.00 |

MONTHLY RATE

First 3,000 gallons or less \$2.61 per 1,000 gallons, plus
All over 3,000 gallons \$3.98 per 1,000 gallons

PAYMENTS

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

TAX PROVISIONS

In the event any privilege, license, franchise, use, occupational, or other similar tax is imposed upon the City or its customers by any government authority, either Federal, State, or local, there shall be added to the above rates and charges an amount, calculated on a pro-rata basis, sufficient to recover any such tax or taxes.

(Adopted 01-01-90) (Amended 9-20-99; 9-6-05; 4-2-07)

SPRINKLER SYSTEM SERVICE

AVAILABILITY

Available to customers in all areas served by the City of Robertsdale, Alabama.

APPLICABILITY

Applicable for service to all public buildings.

MONTHLY RATE

| | |
|---|---------|
| First 500 sprinkler heads, or fewer (minimum) | \$6.00; |
| Plus, over 500 sprinkler heads | \$10.00 |

PAYMENT

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

TAX PROVISIONS

In the event any privilege, license, franchise, use, or occupational or other similar tax is imposed upon the City, or its customers by any government authority, either Federal, State, or Local, there shall be added to the above rates and charges an amount, calculated on a pro-rata basis, sufficient to recover any such tax or taxes.

HYDRANT METER SERVICE

AVAILABILITY

Available to customers in all areas served by the City of Robertsdale, Alabama.

APPLICABILITY

A Hydrant meter is provided as a temporary water service solution for construction, dust control, or other approved non-permanent uses. All general utility policies and billing procedures apply to hydrant meter accounts unless otherwise stated herein. Service shall not be resold or shared with others without being properly billed by the City according to the meter size.

MONTHLY RATE

| | |
|--------------------|----------|
| Monthly Rental Fee | \$300.00 |
|--------------------|----------|

The Monthly Rental Fee after thirty (30) days without prior authorization will double.

The customer is permitted to retain the hydrant meter for a maximum period of thirty (30) consecutive calendar days. Upon the expiration of this period, the hydrant meter must be returned to the City of Robertsdale. Any request for extension or exclusive use of the hydrant meter beyond the initial thirty (30) days must receive prior written authorization from the City of Robertsdale Water Foreman.

PAYMENT

Bills for service rendered hereunder are payable by the end of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

TAX PROVISIONS

In the event any privilege, license, franchise, use, or occupational or other similar tax is imposed upon the City, or its customers by any government authority, either Federal, State, or Local, there shall be added to the above rates and charges an amount, calculated on a pro-rata basis, sufficient to recover any such tax or taxes.

(Amended 3-6-06; 4-2-07; 9-4-07; 10-1-17; 10-1-19; 10-1-2021; 10-1-25)

WATER MISCELLANEOUS CHARGES
(Includes deposit rates)

| 1. <u>Connection Fees:</u> | <u>ADJACENT*</u> | <u>OPPOSITE*</u> |
|----------------------------|------------------|------------------|
| 3/4" In City Limits | \$1,400.00 | \$2,100.00 |
| Outside City Limits | \$1,700.00 | \$2,610.00 |
| 1" In City Limits | \$1,650.00 | \$2,525.00 |
| Outside City Limits | \$1,875.00 | \$2,907.50 |
| 1 1/2" In City Limits | \$2,085.00 | \$3,085.00 |
| Outside City Limits | \$2,250.00 | \$3,360.00 |
| 2" In City Limits | \$2,450.00 | \$3,680.00 |
| Outside City Limits | \$2,650.00 | \$4,000.00 |

*Adjacent = water main is adjacent to property;

*Opposite = water main is on the opposite side of the highway

Baldwin County Highway Dept. Permit \$250.00
(if required)

Alabama Dept. of Transportation Permit \$500.00
(if required)

For water service greater than 2", tap fees shall be calculated by the City Building Official and shall equal the estimated cost of material, labor, and equipment plus \$1,900.00 per unit as defined herein.

Property located outside the Robertsdale Corporate Limits, but contiguous to the Corporate Limits, must be annexed into the City of Robertsdale before being connected to the Robertsdale Water or Sewer System (effective June 3, 2019).

2. Deposits:

| | |
|---|------------|
| Residential/Owner (Proof of ownership required) | \$ 50.00 |
| Residential/Renter | \$ 100.00 |
| All Commercial Accounts | \$ 100.00 |
| Industrial | Calculated |
| Hydrant Meter | \$ 600.00 |
| Temp. Service (10 business days; 1 time at 1 location) | \$ 10.00 |
| Administrative Fee-All Classes (Non-refundable) | \$ 30.00 |

3. Trouble Calls: (Customer side of meter)

| | |
|---------------|----------|
| Regular Hours | \$ 35.00 |
| After Hours | \$ 50.00 |
| Test Meters | \$ 35.00 |

4. Billing Adjustments: In the event of a verified water leak, a one-time adjustment may be applied to a customer's water account. The adjustment shall be calculated by determining the customer's average monthly usage and deducting that amount from the usage recorded during the "excessive" billing period. Fifty percent (50%) of the resulting difference shall be credited to the customer's account.

Any subsequent requests for adjustments must be submitted by the customer for consideration by the Mayor and City Council at the next regularly scheduled council meeting.

Adjustments shall not be granted for water usage related to the filling of swimming pools or the operation of irrigation systems. Notwithstanding the foregoing, one (1) sewer adjustment per calendar year may be approved for the initial filling of a swimming pool.

WATER AND SEWER CONNECTION FEES

Residential Customer Charges (R-1, R-2, and R-3)

The connection fees for residential applications will be assessed on the number of occupancy units being served by the City's water and/or sewer services. The rate level for such fees will be determined by the City's Building Inspector based upon the type of construction, detailing the number of occupancy units at the time the building permit is requested. Water and Sewer connection fees are to be charged at the prevailing rate at the time the fees are paid by the responsible party. Connection fees shall be paid at the time the building permit is issued for said construction, along with the building permit fee and all other applicable charges.

Commercial and Industrial Customer Charges

The connection fee for these services will be based on the number of commodes in each unit of the business development. The rates for these fees will be governed by the prevailing rate status for the connection requested, and will be charged at the level of one (1) connection fee for every two commodes installed in the business unit. Additional connection fees will be charged for every two additional commodes in the business unit. A unit is the entity that is performing business in a given space and carries a City business license to conduct said business applications. If abnormal expenses should be incurred by the City to provide the requested services, the City Building Inspector will have the authority to request additional payments to cover construction charges before the building permit is issued. Connection fees shall be paid at the time the building permit is issued for said construction, along with the building permit fee and all other applicable charges.

(Amended 10-01-01;09-06-05;4-2-07;9-2-08;10-1-09;10-1-2011;10-1-2014; 10-1-2021;10-1-22; 10-1-2023; 10-1-2024; 10-1-25)

SANITATION SERVICE

RESIDENTIAL SERVICE RATE - G

AVAILABILITY

Available to consumers in all areas served by the City of Robertsdale, and requires participation by residents within the City limits.

APPLICABLE SERVICE

Applicable for service to single residents and individual family apartments. Service will not be shared with others. Single pickup each week.

MONTHLY RATE

| | |
|----------------------------------|---------|
| Per Month within the City limits | \$22.50 |
|----------------------------------|---------|

PAYMENT

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

COLLECTION POLICY

Containers are scheduled for collection on the same day each week. When the following holidays occur on your scheduled collection day, the City will reschedule collection during the week to ensure that your garbage is picked up:

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve, or Christmas Day. Holiday schedules will be posted on social media and on the City's website.

CONTAINERS POLICY

The City will provide a garbage container to each residential unit served. Each container will be numbered and assigned to a specific residential address.

PLACEMENT POLICY

The collection truck must have access to your container. Place the container three feet away from trees, mailboxes, parked cars, utility lines, or other obstructions. Do not place garbage containers or debris in alleyways or under power lines. Place the container within two feet of the curb with the handle facing away from the curb.

Your container shall be placed street side by **6:30 a.m.** the morning of your trash collection day only. Remove your empty container from the curb no later than 7:00 P.M. Under no circumstances are containers to be left out overnight.

DAMAGED CONTAINERS POLICY

If your container breaks through normal use, the City will repair or replace it at no cost to you. The City is not responsible for the repair or replacement of the container when it is damaged because of customer abuse or neglect. Report damaged containers to the Public Works Department at 947-8950.

STOLEN CONTAINERS POLICY

Report stolen containers to the Public Works Department at 947-8950. A replacement container will be delivered to you by the City's Sanitation Department.

MOVING/RELOCATING POLICY

The container is the property of the City of Robertsdale. Each container is numbered and assigned to a specific address. If you move, the container must stay at the current address. If the container is removed from the assigned address, the cost will be deducted from the utility deposit on file.

PLEASE DO NOT put yard waste, construction, remodeling, metal, or demolition debris in the container. Do not put concrete, dirt, rocks, sod, sand, plaster, hot ashes, tires, automobile parts or batteries, chemical materials, toxic materials, flammable items, liquid paint, motor oil, cooking oil, or dead animals in the container.

NOTE: Limbs and wood products must be separate from household garbage to allow for chipping of wood products. Construction or contractor debris will not be picked up.

SANITATION MISCELLANEOUS CHARGES

The following prices are effective for pickup service of non-household garbage:

1. Trash*(non-household garbage)

| | |
|----------------|--------------|
| Full Load | \$ 60.00 |
| Half Load | \$ 30.00 |
| Appliances | \$ 25.00 ea. |
| Tires | \$ 15.00 ea. |
| Paint 1 gallon | \$ 5.00 ea. |
| Paint 5 gallon | \$ 25.00 ea. |

*plus, landfill charges

(Adopted 10-20-97); (Amended 9-20-99;9-6-05;4-2-07;9-2-08;10-1-09;10-1-2011;10-1-21;10-1-22; 10-1-25)

COMMERCIAL (SMALL BUSINESS) RATE - C

AVAILABILITY

Applicable for service to individual commercial enterprises and will not be shared with others.

CHARACTER OF SERVICE

Variable pickup each week as arranged with the Director of Public Works.

MONTHLY RATE

| | |
|-----------------------------------|---------|
| Monthly Charge Inside City Limits | \$34.50 |
|-----------------------------------|---------|

PAYMENT

Bills for service rendered hereunder are due by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge of \$10.00 or 2.5% of the total bill, whichever is greater.

(Adopted 10-20-97); (Amended 9-20-99;9-6-05;4-2-07; 10-1-25)

INDUSTRIAL/HEAVY COMMERCIAL RATE - V

AVAILABILITY

Available to consumers in all areas served by the City of Robertsdale, and required participation by industrial/heavy commercial enterprises within City limits.

APPLICABILITY

Applicable for service to business and industrial enterprises, and will not be shared with others.

CHARACTER OF SERVICE

Variable pickup each week as arranged with the Director of Public Works.

MONTHLY RATE

Variable customer charge as shown in a separate document, computer-generated variable customer list.

PAYMENT

Bills for service rendered hereunder are payable by the close of business on the 15th of each month, and if not paid within such period, become delinquent and subject to a service charge of \$10.00 or 2.5% of the total bill, whichever is greater.

TAX PROVISIONS

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City by any governmental authority, either Federal, State, or Local, there shall be added to the above rates and charges, an amount, calculated on a pro rata basis, sufficient to recover any such tax or taxes.

TERM OF CONTRACT

Service under this classification shall be for an initial period of one year and thereafter until terminated by written notice.

SEWER SERVICE

RESOLUTION ADOPTED BY THE CITY COUNCIL

Be it hereby resolved by the City of Robertsdale that the following sewer user charge be adopted to comply with all applicable rules and regulations of the Environmental Protection Agency as described in Section 35.929-3 of the Federal Register dated April 25, 1978 (Part 3) as follows:

1. Sewer User Charges shall be adjusted once each year to provide sufficient revenue to pay the total operation, maintenance, and replacement costs of the sewer systems and treatment works.
2. Any excess revenues collected from a class of users shall be applied to the costs of operation and maintenance, and replacement attributable to that class for the next year, and the rate adjusted accordingly.
3. The User Charge system shall require any user that discharges any toxic pollutants, which cause an increase in the cost of managing the effluent or the sludge of the treatment works, shall pay for such increased costs.
4. Sewer shall be charged to the customer responsible for payment of the water billing where more than one account is served by one water meter.
5. There shall be a separate fee charged to an account having sewer service, but that is not connected to the city water service.
6. Upon request, during the months of May-July, a sewer adjustment for irrigation purposes may be made if the customer's water bill has increased at least 25% from the

last billing period. The sewer rate charged will be the customer's average sewer bill for the billing period January-March. A request for an adjustment must be made on an annual basis.

7. The Sewer User Charge rates hereby established for the current calendar year are as follows:

(Amended 9-6-05;3-6-2006;4-2-2007;9-4-2007;10-1-09;10-01-2011;10-01-2012;10-1-2013; 10-1-2014;10-1-2015;10-1-2016;10-1-2017;10-1-2018;10-1-19; 10-1-2020;10-1-21;10-1-22;10-1-23; 10-1-24; 10-1-25)

MONTHLY SEWER RATES

Sewer I (Customers inside the City Limits of Robertsdale, connected to City water)

\$18.00 Customer Charge; plus
\$4.36 per 1,000 gallons of water consumption

Sewer II (Customers outside the City Limits of Robertsdale, connected to City water)

\$23.00 Customer Charge; plus
\$5.48 per 1,000 gallons of water consumption

Sewer III (Customers inside the City Limits of Robertsdale, not connected to City water)

\$45.00 Customer Charge

Sewer IV (Customers outside the City Limits of Robertsdale, not connected to City water)

\$58.00 Customer Charge

SEWER MISCELLANEOUS CHARGES **(Includes deposit rates)**

1. Connection Fees:

| | |
|---------------------|-------------|
| Inside City Limits | \$ 1,825.00 |
| Outside City Limits | \$ 2,650.00 |

Property located outside the Robertsdale Corporate Limits, but contiguous to the Corporate Limits, must be annexed into the City of Robertsdale before being connected to the Robertsdale Water or Sewer System (effective June 3, 2019).

2. Deposits: for sewer only, not connected to City water

| | | |
|--|----|--------|
| Residential/Owner (proof of ownership required) | \$ | 50.00 |
| Residential/Renter | \$ | 100.00 |
| Administrative Fee-All Classes (Nonrefundable) | \$ | 30.00 |

3. Trouble Calls:

| | | |
|------------------|----|-------|
| Regular Hours | \$ | 35.00 |
| After Hours | \$ | 50.00 |
| Test Water Meter | \$ | 35.00 |

WATER AND SEWER CONNECTION FEES

Residential Customer Charges (R-1, R-2, and R-3)

The connection fees for residential applications will be assessed on the number of occupancy units being served by the City's water and/or sewer services. The rate level for such fees will be determined by the City's Building Inspector based upon the type of construction, detailing the number of occupancy units at the time the building permit is requested. Water and Sewer connection fees to be charged at the prevailing rate at the time the fees are paid by the responsible party. Connection fees shall be paid at the time the building permit is issued for said construction, along with the building permit fee and all other applicable charges.

Commercial and Industrial Customer Charges

The connection fee for these services will be based on the number of commodes in each unit of the business development. The rates for these fees will be governed by the prevailing rate status for the connection requested, and will be charged at the level of one (1) connection fee for every two commodes installed in the business unit. Additional connection fees will be charged for every two additional commodes in the business unit. A unit is the entity that is performing business in a given space and carries a City business license to conduct said business applications. If abnormal expenses should be incurred by the City to provide the requested services, the City Building Inspector will have the authority to request additional payments to cover construction charges before the building permit is issued. Connection fees shall be paid at the time the building permit is issued for said construction, along with the building permit fee and all other applicable charges.

EXPANSION OF

CITY UTILITIES

COST REIMBURSEMENT

POLICY

WATER/SEWER/GAS

1. Any expansion of water, sewer, or gas services performed by the City of Robertsdale shall be subject to the following cost reimbursement:
 - A. Materials 100% of cost to City
 - B. Labor 100% of cost to City
 - C. Machinery 100% of standard rental rates
 - D. Engineering Fees 100% of the fee
2. Materials shall be paid for by the property owner before ordering. The remaining items shall be paid in full prior to the City beginning the expansion project.
3. The City reserves the right to determine whether it will participate in any utility construction expansion project. If the City determines it will perform such a project, a time of completion will be set by the City. The City's completion date may be extended due to weather and/or availability of materials. The City shall not be held liable for any expenses that might be incurred by the consumer or contractor.
4. A developer can elect to have the expansion project performed by someone other than the City of Robertsdale. In this case, the work performed must meet the City's minimum standards for the services being expanded.

5. This adopted policy supersedes any previously adopted policy of the City of Robertsdale.
6. Any default of the developer can result in a lien being placed on the property in the development.
7. All materials installed by the City of Robertsdale through the reimbursement policy shall be purchased by the City of Robertsdale either through quotation or sealed bids.

ELECTRIC SERVICE

AERIAL SERVICE CONSTRUCTION COSTS

The initial pole, transformer, span of wire, and service shall be free to the consumer. The consumer shall be charged the following rates for any additional poles and hardware.

| | |
|--------------|--------------------|
| Single-Phase | \$ 300.00 per pole |
| Two-Phase | \$ 400.00 per pole |
| Three-Phase | \$ 500.00 per pole |

The developer of any new subdivision is responsible for the payment of \$200.00 per pole for aerial electric service plus the cost of each lift pole within that subdivision. All items shall be paid prior to construction.

TRANSFORMER BANK CONSTRUCTION EXPENSE

The developer and/or business shall be responsible for the actual total cost of all transformer banks, both two and three-pot banks.

- A. Materials 100% of cost to City
- B. Labor 100% of cost to City
- C. Machinery 100% of standard rental rates
- D. Engineering Fees 100% of the fee

UNDERGROUND CABLE COSTS

Secondary Cable

All secondary cables shall be installed in conduit. Before work is completed, all materials must be approved by the City Building Department. The customer will be responsible for the purchase and placement of the conduit for secondary services per their needs and must be approved by the city's building department before the secondary conductor can be installed. The city will install all secondary conductors. This work will be completed in the customer-provided conduit. The charges for this service will be the cost of the secondary conductor plus 25% for labor costs. All charges for this service shall be paid in full to the city before final inspection approval is given to the customer on the premises requesting said work.

Primary Underground Cable

A contractor or owner will compensate the City of Robertsdale at the rate of \$400.00 per lot or unit in said complex for City labor. The City will place all transformers and pull all conductors with owner-provided and installed conduit. The City will procure all conductors and transformers with said owner reimbursing the City at 100% of the actual material cost. All materials provided by the City shall be paid in full before said items are ordered.

UTILITY SERVICE

REQUEST PROCEDURE

APPLICATION PROCESS

RESIDENTIAL SERVICE

Each prospective subscriber for residential utility service shall be required to complete a utility service application prior to the commencement of service. The applicant, or any individual assuming financial responsibility for the account, shall present a valid government-issued photo identification and proof of ownership or a lease at the time of application.

The application must be executed in person at City Hall and shall include the following required information: full legal name, date of birth, Social Security number, driver's license number, and emergency contact details. All such information shall be provided by the applicant and shall be maintained in accordance with applicable confidentiality and privacy regulations.

Application can be made by:

- (1) Individual
- (2) Joint must be present (Husband and Wife)
- (3) An individual or Joint with a cosigner must be present

In instances where it is not reasonably possible for an applicant to appear in person at City Hall to execute the utility service application, the applicant may submit the required documentation by mail. Such documentation shall include: a completed application with required information, a copy of a valid government-issued photo identification, the applicable deposit, and acceptable proof of ownership or a current lease agreement.

All mailed applications must bear a notarized signature.

COMMERCIAL/INDUSTRIAL SERVICE

Pertinent information relative to the business or industry must be obtained for completion of the application for utility service(s). The signature of the appropriate person(s) within the organization must sign the application. Those accounts whose distance from the area would prohibit them from making the application in person, an application may be mailed for the appropriate signature(s). In this case, the signatures must be notarized. Actual connection of utility service(s), however, will not be made until the appropriate deposit is received.

TRANSFER SERVICE

Service(s) requested by a current customer to be transferred from their present location to another location within the City's service area must meet the following requirements: pay a transfer fee of \$30.00; pay their current utility account in full; pay the difference, if any, in the deposit amount they have on file with the city and the currently required deposit amounts. *Once the final bill is calculated on the existing account, the amount owed will be applied to the new account.*

DEPOSIT INFORMATION AND MISCELLANEOUS REQUIREMENTS

Service(s) cannot be connected without the payment of the appropriate deposit(s).

The deposit will be reduced by 50% for all residential accounts if the subscriber furnishes the City with a satisfactory letter of credit from another utility company covering a continuous period of twelve (12) months.

For all senior citizens, over 55 years of age, the meter deposit will be reduced by 75% if the subscriber furnishes the City with a satisfactory letter of credit from another utility company covering a continuous period of twelve (12) months. If the person(s) requesting service has an uncollected utility bill from past service with the City, the uncollected bill must be paid in full by the subscriber(s) before service(s) can be connected.

In addition to the payment of deposit(s) and all other applicable charges, a \$30.00, non-refundable administrative fee will be charged for each request for a utility account to be set. This fee is charged for the purpose of recovering personnel and other administrative costs of office and field time involved in setting the meter(s) and establishing the account for billing purposes. This fee is applicable to all utility sets, including any set for a current customer that requires the establishment of a new account that will produce a customer bill. The administrative fee is not charged for the replacement of existing meters.

METER SETS

Upon the appropriate fees being paid and the application information and signatures being completed, the utility clerk will prepare a work order to set the services requested. Work orders prepared after 12:00 p.m. will be set for the following working day.

No meters will be set on weekends, except those reconnected due to non-payment, only after all delinquencies and applicable fees have been paid. All new customer sets must be handled during regular working hours through City Hall.

DISCONNECTION AND/OR FINAL

Utility customers requesting their services, or a portion of their services, be disconnected must sign a form available at City Hall. If the utility customer signs the form at City Hall, the form may be emailed or mailed with a valid form of ID, and the signature must be notarized. Upon receipt of the signed form authorizing services to be discontinued, a work order will be prepared for completion by the utility department no later than the next business day.

The final bill will be mailed to the forwarding address provided by the customer. Any deposits on file will be applied to the final bill. If there is a remaining balance, a refund check will be mailed to the forwarding address.

(Amended 10-01-97;09-06-05;4-2-07;9-2-08;3-1-10;10-1-2010;10-1-2011;
10-1-25)

UTILITY BILLING and **COLLECTIONS**

UTILITY BILLING

Utility bills are mailed by the last business day of the month and are due by the 15th of each month. Should you not receive your bill near the first of each month, please call the Utility Billing Department at 251-947-8905 as we cannot be responsible for delays in mailing or lost mail. All utility services provided by the City of Robertsdale will be included in a single utility bill (electric, natural gas, water, sewer, garbage).

UTILITY PAYMENT METHODS

To ensure proper credit, please use the return portion of your bill and record your account number on the check.

1. **AUTOMATIC BANK DRAFT**: Payment of your utility bill may be set up to automatically draft from your checking account. Payment drafts occur on the 10th of each month. Customers who elect the bank draft payment option will receive a one-time account credit in the amount of \$30.00. Customers participating in bank draft will continue to receive monthly statements indicating the amount and the draft date.
2. **PAYMENT DROP BOX**: Payment by check or money order may be placed in the drop box located at Robertsdale City Hall, 22647 Racine Street. Payments placed in the drop box will be credited to your account the next business day. To ensure proper credit, please use the return portion of your bill and record your account number on the check or money order. DO NOT use the drop box for CASH payments.

3. **PAYMENT BY MAIL**: Please mail payments to City of Robertsdale, ATTN: Utility Dept., P.O. Box 429, Robertsdale, Alabama 36567. To avoid a late fee, payments must be RECEIVED by the 15th. To ensure proper credit, please use the return portion of your bill and record your account number on the check or money order. DO NOT mail CASH payments.
4. **PAYMENTS IN PERSON**: Payments may be made at City Hall, Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m. If you require a receipt, please bring the return portion of your bill.
5. **PAYMENT BY DEBIT/CREDIT CARD**: Payment may be made in the utility office using Mastercard, Visa, and debit cards with proper identification.
6. **PAYMENTS ONLINE**: Payment may be made electronically by going to www.robertsdale.org, selecting “Pay Utility Bill,” and entering the requested information. The same deadlines and associated late fees apply for online payments as for payments made in the office.

NOTICE OF PAYMENT TERMS AND PENALTIES FOR PAST DUE ACCOUNTS

1. **LATE PAYMENT FEE**: Payments received **after** the close of business on **the 15th day of the month** shall be subject to a **late fee in the amount of ten dollars (\$10.00) or two and one-half percent (2.5%) of the outstanding balance**, whichever is greater.
2. **NONPAYMENT AND DISCONNECTION POLICY**: In the event full payment is not received by the **close of business on the 25th day of the month**, the account shall be considered delinquent. A **nonpayment fee of fifty dollars (\$50.00)** shall be assessed, and the account shall be subject to **service disconnection**. Full payment of the

outstanding balance, including all applicable fees, is required to reinstate service.

3. **RECONNECTION AFTER BUSINESS HOURS:** Should reconnection of service be requested **after 4:00 p.m.**, the customer shall be assessed an **after-hours reconnection fee of fifty dollars (\$50.00)**, in addition to the regular nonpayment fee, for a total of **one hundred dollars (\$100.00)**. All delinquent charges must be paid in full before reconnection.
4. **PAYMENT METHOD RESTRICTIONS:** **Checks shall not be accepted** as a form of payment on accounts that have been disconnected for nonpayment. Alternative payment methods must be used to restore service.

PAYMENT ARRANGEMENTS

Arrangements for delinquent utility payments will be granted in emergencies only and at the discretion of the City's Utility Billing Department based on customer payment history. Such arrangements are limited to the extension of payment of the uncollected balance no longer than 5 working days past the cut-off date.

COLLECTION OF RETURNED ITEMS

Upon receipt of a returned item, the City will attempt to contact the customer utilizing the contact information provided by the customer when the account was established.

An item returned to the City for any reason, other than bank error, will be charged a \$35.00 service charge.

The returned item and service charge must be paid in full with cash, credit/debit card, or money order within 2 business days, or the customer's utility service will be subject to disconnection.

In the event the City receives 2 returned item for a utility account, the City will not accept checks, debit card or credit card as payment for that account for one (1) year, beginning on the date of the second returned item. The said Utility customer shall pay the

amount due with a cashier's check, money order, or cash. The City of Robertsdale reserves the right to process uncollected items through the office of the District Attorney.

COLLECTION OF DELINQUENT ACCOUNTS

All utility accounts receivable of the City of Robertsdale not collected after 30 days will be submitted to a third-party collection service.

CONTACT INFORMATION

To establish utility service, please visit

City Hall
Utility Accounts
22647 Racine Street
Robertsdale, AL 36567
M-F 8:00 a.m. – 4:30 p.m.
(251) 947-8900

To report a problem or outage, please call

(251) 947-8950 M-F 7:00 a.m. – 4:00 p.m.
or (251) 947-2222 after hours.

For Billing Inquiries, please call

(251) 947-8905 M-F 8:00 a.m. – 4:30 p.m.