



Privacy Policy

The City of East Point respects the privacy of visitors to our site. This Privacy Policy governs the use and collection of information from you by the City of East Point ("we" or "us") through your use of this web site. This Privacy Policy does not apply to any information you may provide to us through other means; for example, via mail, e-mail, or telephone. Please read this Privacy Policy carefully so that you understand our on-line privacy practices. By visiting this web site, you agree that your visit, and any dispute over our on-line privacy practices, is governed by this Privacy Policy and our Visitor Agreement.

Children's Privacy

Children should always get permission from their parents before sending any information about themselves (such as their names, e-mail addresses, and phone numbers) over the Internet, to us or to anyone else. We will not knowingly allow anyone under 13 to register with our site or to provide any other personally identifying information. If you are under 13, please do not provide us with any personally identifying information about yourself.

Types of Information We Collect

The information we gather falls into two categories: (1) information (for example, your name and address) that you voluntarily supply when you register or initiate transactions, and (2) information gathered on usage patterns and preferences as visitors navigate through our web site, use our services such as e-mail, or read our e-mail newsletters. In some cases, it is an agent or affiliate of ours that collects the information on our behalf. Third-party providers featured on or linked to by our site, such as agencies with which we cooperate, may be gathering the same kinds of information.

Registration Information

To make use of certain features on our site (such as to receive e-mail newsletters), visitors need to register and to provide certain information as part of the registration process.

Cookies

To help make our web site more responsive to the needs of our visitors, we use a standard feature of browser software, called a "cookie", to assign each visitor an unique, random number, a sort of User ID, that resides on your computer. The cookie doesn't actually identify the visitor, just the computer that a visitor uses to access our web site. Unless you voluntarily identify yourself, we won't know who you are, even if we assign a cookie to your computer. The only personal information a cookie can contain is information you supply. A cookie cannot read unrelated data off your hard drive. We use cookies to help us tailor our site to your needs, to deliver a better, more personalized service. For example, we use cookies to track the pages on our web site visited by our users. We can build a better web site if we know which pages our users are visiting and how often. Of course, you can set your Internet browser not to accept cookies.

Other Methods of Collecting Information

Our web pages may contain electronic images (called "single-pixel GIFs" or "web beacons") that allow us to count users who have visited particular pages or to access certain cookies. We may use these tools and other technologies to recognize which pages users visit, and which links on which they click. These features may also be included in our e-mail newsletters so that we can learn which messages have been opened and acted upon.

Browser Level Information and IP Addresses

Our web server automatically collects limited information about your computer configuration when you visit our web site, including the type of browser software you use, the operating system you are running, the resolution of your computer monitor, the web site that referred you, and your IP address. Your IP address is a numerical address that is used by computers connected to the Internet to identify your computer so that data such as the web pages you want to view can be transmitted to you. We also use IP address information for systems administration and trouble-shooting purposes. Your IP address does not

tell us who you are. We use this information to deliver our web pages to you upon request, to tailor our web site to the interests of our users, and to measure traffic within our site.

Third Party Advertising

We do not allow third-party advertising on our web site. If a for-profit business or organization is mentioned on our web site, it is in a context other than advertising that business or organization.

Refund Policy

Statement of Policy: It is the policy of East Point, Georgia to ensure the accuracy of the metering and billing for utility services provided by the City of East Point. This policy will be enforced in order to minimize any discrepancies in such billing.

Metering and Billing Regulations:

1. A separate water and electric meter shall be used in each separate premise for measuring service to each customer. Meter readings will not be consolidated for the same customer at different premises, or for several customers on the same or different premises. Each metered service shall be billed at a service schedule prescribed for the class of service, and service supplied through more than one meter at the same or different locations shall not be combined and billed under one service schedule.
2. The location of the metering equipment shall be mutually agreed upon by the customer and a representative of the Public Utilities Department. This location, together with space to be provided, must conform to the Utility Service Regulations.
3. Broken meter seals will constitute a ground to question the accuracy of the meter registration. When a meter fails to register properly, the bill will be estimated based either upon a meter reading taken during the next billing period after meter has been repaired, or replaced, or upon the amount charged during a previous corresponding period at the discretion of the Public Utilities.

If it is determined that the was meter tampered with or a broken meter security seal was caused by unauthorized tampering or cutting of the seal, the billing corrections will not be limited by any timeframe set forth in this policy.

4. Meters will be read at regular intervals monthly according to routes. The reading date of any particular meter depends upon the route in which it is located. Bill will be rendered as soon as practicable after meters are read each month.
5. When a meter cannot be read on the scheduled date, the bill will be estimated based on the customer's usage from previous months. Since meter readings are continuous from month to month, any error in such estimate will

automatically be corrected in the next subsequent month when the meter is actually read.

6. In cases that the customer is served through an individual transformer substation, metering shall be at secondary voltage unless primary metering is necessary in order to include the entire load in a single registration. In the latter event, there shall be no credit or allowance to the customer to cover transformer losses.
7. Selective metering testing:
 - (a) Meters are to be sample tested under an approved plan;
 - (b) When practical during each calendar year, a random sample of meters in service for the entire system shall be drawn, tested and the accuracy calculated.
 - (c) The percentage accuracy is to be measured to the nearest .1 of 1% and the upper and lower specification limits shall be 102% and 98% respectively. Failure of any lot to meet the above standards shall result in concentrated testing to determine if increased maintenance or accelerated retirement is in order to maintain the required accuracy for acceptance under the plan.
8. Adjustment of Bill

If it is determined that a bill contains an error in the meter readings and/or the billings as the result of the City of East Point's fault, an adjustment or correction will be made to the bill starting from the date of the error. However, under no circumstances will the City's adjustment or correction cover a period beyond three (3) month.

Departments Directly Affected:
and Public

Finance Department, Public Utilities Department
Works Department

Disclosure of Information

Advertisers

We do not allow third-party advertising on our web site, and we do not provide information we collect to advertisers or other for-profit organizations for their use.

Statistical Information

Much of the information we collect is in the form of aggregated statistics, such as the traffic that visits various pages within our sites, and the habits and preference of our audience. Such aggregated

information does not include any information that would identify you personally. We may use such aggregated information and disclose it to third parties as we see fit.

Sites to Which We Link

Our web site includes links to other web sites, and provides access to services, and possibly products, offered by third parties whose privacy policies we don't control. When you access another site or purchase products or receive services or conduct other transactions via these links, use of any information you provide is governed by the privacy policy of the operator of the linked web site you are visiting or the provider of such products or services, even if it appears that you are still on the City of East Point's web site.

Other Disclosures

We may occasionally release information about our visitors when release is appropriate to comply with law, to enforce our Visitor Agreement, or to protect the rights, property or safety of visitors to our sites, the public, our customers, or our government and its employees, agents, partners and affiliates. The City of East Point, as a governmental entity, is bound by the Freedom of Information Act, and, upon proper request under this Act, may be required to release information not normally available to the Public.

Storage of Information

All information gathered on our site is stored within a database operated by us or by a contractor on our behalf. Sensitive information, such as your password, is encoded for storage. Encryption scrambles your personal information. However, as effective as encryption technology is, no security system is impenetrable. We cannot guarantee the security of our database, nor can we guarantee that information you supply won't be intercepted while being transmitted to us over the Internet.

Changes to this Agreement and Policies and Posting

The City of East Point reserves the right to change this Agreement and Policies at will, with or without advance notification to web site users. This Agreement and Policies, and any subsequent changes or additions, will be posted on the City of East Point's web site at all times.