



City of East Point  
Customer Care Department

*Where Customers are Valued and Matter*

*10-15-15*

## City of East Point Customer Care



*W*elcome to the City of East Point Customer Care Department, your utility service provider. Helping to save you money and conserve energy is our mission, and that commitment works toward our quest for customer satisfaction. We appreciate the opportunity to serve you, and are glad to assist you with any questions or difficulties that may arise. This pamphlet serves to acquaint you with the monthly bill you will receive, and to answer frequently asked questions. In addition, it includes electric tips, and information on services offered. As your utility service provider we want you to know that we greatly appreciate and value you, and that we are here to supply your utility service needs.

*City of East Point Customer Care Team*

# City of East Point Customer Care

## Residential

### Initiating Service

A deposit and connection fee will be required to initiate service for all customers (please refer to the City Ordinance on page 17).

### Landlord Agreement

For homeowners renting property, an opportunity is offered to establish a Landlord Agreement which is a savings to the property owner. In a Landlord Agreement, the deposit made to establish services remains on the account even when a tenant leaves the property. The deposit allows for an easy transition between tenants, permitting the property owner to avoid paying reoccurring deposit fees to establish service.

### Deposit Refunds

Upon termination of service, deposits are refunded partially or in full based on the final reading of the bill. If the final bill is less than the deposit, the difference will be refunded to the customer. If the final bill is more than the deposit the balance should be paid within 45 days after the due date or the account will be sent to Collections.

### Termination of Service

The request to terminate service must be in writing, and include a Driver's License or picture ID. Requests can either be faxed or delivered in person to Customer Care.

### Base Rates

We will read your meter, compute your usage, and bill you monthly. There is a Base Rate for all residential services which includes electrical, garbage, water and sewer services. Bills are also generated on active accounts with no usage. (*Please see pages 4-5*)

### Customer Service Fee \$3.00

There is a standard industry fee of \$3.00 assessed to all accounts for Customer Care developments and upgrades. Periodically, fees will be increased to cover rising

## **City of East Point Customer Care**

industry costs for the production of services. The \$3.00 charge is assessed every month and was approved by Council per the 2014 Budget. In addition, the City of East Point will no longer assess fees for online or telephone services.

### **Power Cost Adjustment (PCA) Rider at \$0.0102**

The monthly PCA Rider in cents per kWh shall represent the difference between total East Point Power costs (including wholesale power, distribution system operation & maintenance, administrative charges, transfers and allocations paid to the general fund of the City of East Point), and total East Point Power revenues (including sales of electricity and other operating receipts) divided by the total kilowatt hour sold to customers served under tariffs subject to such power cost adjustment (PCA). Application of this rider is at the sole discretion of the City of East Point. Applicable tariffs include residential, general service, small power, medium power, and large power.

### **ECCR at \$0.0062**

The environmental cost is an increase or decrease in rates that are charged to recover capital, operating and maintenance costs associated with government mandated environmental costs. These rates charged to electric utility customers may be increased or decreased in an amount per kilowatt hour (kWh) through an environmental compliance cost recovery rider. In keeping with sound financial management practices, the City's policy ensures that its utilities are operated in a fiscally sound manner, and as such to make environmental compliance cost recovery adjustments as necessary to pass on compliance costs for federal mandates to utility customers.

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### RESIDENTIAL (RE)

The Base Charge is \$12.00 per Month

Summer Rates: May to October		
<b>First 500 kWh</b>	<b>at</b>	<b>\$0.0980 per kWh</b>
<b>Next 500 kWh</b>	<b>at</b>	<b>\$0.1220 per kWh</b>
<b>Over 1,000 kWh</b>	<b>at</b>	<b>\$0.1390 per kWh</b>

Winter Rates: November to April		
<b>First 1,000 kWh</b>	<b>at</b>	<b>\$0.0980 per kWh</b>
<b>Over 1,000 kWh</b>	<b>at</b>	<b>\$0.0930 per kWh</b>

Residential: Single Family	
<b>Base Charge WATER (Includes first 3,000 gallons)</b>	\$24.25
<b>4 to 7</b>	\$3.91 per thousand gallons
<b>8 to 15</b>	\$4.89 per thousand gallons
<b>16 and above</b>	\$6.84 per thousand gallons
<b>Base Charge SEWER (Includes first 3,000 gallons)</b>	\$23.55
<b>4 and above</b>	\$5.78 per thousand gallons

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Residential: Multi Unit	
<b>Base Charge WATER (Includes first 3,000 gallons)</b>	\$21.77
<b>4 to 7</b>	\$3.91 per thousand gallons
<b>8 to 15</b>	\$4.89 per thousand gallons
<b>16 and above</b>	\$6.84 per thousand gallons
<b>Base Charge SEWER (Includes first 3,000 gallons)</b>	\$22.32
<b>4 and above</b>	\$5.78 per thousand gallons

### Meter Reading Accuracy

Our meter readers use a hand-held computer to enter meter readings. This device may ask for verification if the consumption appears to be abnormally high or low. Meter reading is monitored, and has a 99% accuracy.

Residential Meter Sizes	
Base Charge Water (Includes first 3, 000 gallons)	
<b>3/4"</b>	\$24.25
<b>1"</b>	\$43.03
<b>1 1/2"</b>	\$74.33
<b>2"</b>	\$111.89
<b>3"</b>	\$199.53
<b>4"</b>	\$324.73
<b>6"</b>	\$637.73
<b>8"</b>	\$1,013.33
<b>4 to 7</b>	\$3.91 per thousand gallons
<b>8 to 15</b>	\$4.89 per thousand gallons
<b>16 and above</b>	\$6.84 per thousand gallons

Garbage Charges	
<b>Residential Base Charge</b>	\$21.50
<b>Multi-Residential Base Charge</b>	\$18.00

## City of East Point Customer Care



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### ***Residential New Service Checklist***

Hours to establish New Service - 8:00 a.m. and 4:00 p.m. ONLY

Documents Required to Establish New Residential Services

***Category A*** – *One (1) document is required from this category:*

- ✓ Current Driver's License
- ✓ Current State Issued Identification
- ✓ Current Military Identification
- ✓ Current U.S. Passport or Passport Card

***Category B*** – *One (1) document is required from this category:*

- ✓ Original Social Security Card
- ✓ Birth Certificate
- ✓ Current Debit Card
- ✓ Current Credit Card
- ✓ Current Health Insurance Card
- ✓ Current Work Identification with picture
- ✓ Current School Identification with picture
- ✓ Signed Lease by Tenant and Landlord

***Rental Property*** – *One (1) document is required from this category:*

- ✓ Signed Lease by Tenant and Landlord

***Ownership of Property*** – *One (1) document is required from this category:*

- ✓ Settlement Statement
- ✓ Warranty Deed
- ✓ Current Tax Bill

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**Real Estate Agent** - *Three (3) documents are required from this category:*

- ✓ Listing agreement and signature required
- ✓ Management Agreement with two (2) forms of Identification (please see Categories A and B)
- ✓ Copy of Real Estate License, if providing copy of listing agreement
- ✓ Item(s) required by Category A above
- ✓ Item(s) required by Category B above
- ✓ If the listing or management agreements are in the name of a business, an employee I.D. with picture is required

### **Residential Deposit / Fees to Establish Service**

- ✓ \$5.00 fee required for Credit Check
- ✓ \$100.00 to \$200.00 deposit based on Credit Check Report
- ✓ \$60.00 Establishment Fee. In addition, deposit may be increased based upon the monthly average bill amount.
- ✓ \$40.00 Deposit for Same Day Service (only accepted between the hours of 8:00 a.m. until 3:00 p.m.)

### **Billing Cycles**

The City of East Point has 18 billing cycles. All billing cycles are arranged geographically to make our meter reading system as efficient as possible. Your billing date is determined by your service location.

The billing date will vary no more than three or four days during billing cycles. If you do not receive your bill, you are advised to contact Customer Care to inquire about the amount due.

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## *Bill Features*

### **Bills provide the following information:**

- **Account information** – Indicates account number, customer name and service location (address).
- **Payment history** – Provides current charges, past due amounts (i.e., balance forward), previous payments, and current charges.
- **Usage summary graph** – Specifies electric, and water usage for the previous 12 months. Corresponds with the Meter Readings section on your bill.
- **Billing history** – Pinpoints previous bill due date, payment made, and balance forward, as well as details of current charges.
- **Usage summary graphs** – Shows previous 12 month energy or water usage.
- **Miscellaneous** – Indicates charges incurred based on late fees (penalties) and bulk trash services.



City of East Point  
2791 E Point St.  
East Point, GA 30344-3239  
Phone# 404-270-7010

Account Number	12345-6789
Name	Jane Eastpoint
Rate	Residential
Service Location	98765 East Point St.

**Billing Period**

**Usage Summary**

**Account Information**

Service Period From	To	No. of Days	Meter Number	Meter Reading Current	Meter Reading Previous	Multiplier	Usage	Meter Type
07/29/2015	08/27/2015	29	1132345	108627.00	107687.00	200	188000.00	Electric
07/29/2015	08/27/2015	29	1132345	1.61	1.66	200	322.00	Electric
07/29/2015	08/27/2015	29	B519721A	3465.00	2937.00	1	528.00	Water
07/29/2015	08/27/2015	29	B519721A	8840.00	8449.00	1	391.00	Water

Previous Bill On: 07/31/2015  
Payment Made On: 08/20/2015  
Balance Forward:  
Current Charges  
Total Misc Charges:  
customer service fee  
BASE CHARGE ELECTRIC  
DEMAND CHARGE  
>400 HOURS  
200-400 HOURS  
0-6000 KWH  
>6000 KWH  
ENVIRONMENTAL COST  
PWR COST ADJUSTMENT  
6YDS NCMPT 5XWK  
SEWER-LINKED TO WA  
WATER

**# of Days**

**Readings**

**Usage**

**Billing History**

**Payment History**

**Due Date**

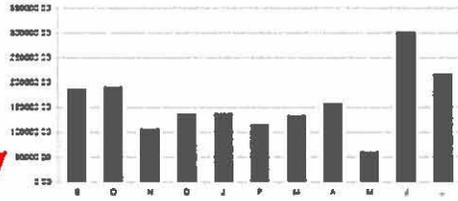
**Total Due**

27029.62  
-27029.62  
.00  
30047.32  
.00  
3.00  
85.00  
966.00  
2486.40  
2962.40  
798.00  
7066.40  
1165.60  
1917.60  
567.00  
5467.07  
6562.85

**ELECTRIC**

Period	Days	Usage
Current	29	188000.0
Year Ago	29	179200.00

YOUR ENERGY USE OVER THE LAST 12 MONTHS

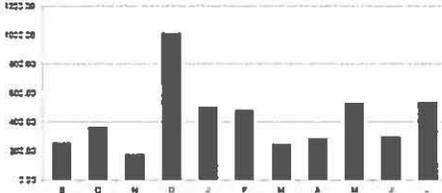


**Usage Graphs**

**WATER**

Period	Days	Usage
Current	29	919.00
Year Ago	29	269.00

YOUR WATER USE OVER THE LAST 12 MONTHS



<b>Total Amount Due</b>	<b>\$30047.32</b>
Due By 09/21/2015	

If the current charges are not paid by above due date, the services will be subject to disconnection. In such cases reconnect fees will apply. The above statement refers to current charges ONLY. Please pay any past due balance immediately to avoid disconnection of services.

Your utility service is subject to be disconnected for any unpaid balance. Please pay past due amount immediately to avoid disconnection of services.

**Message Box**

Do not water outdoor plants or lawn in heat. If you water early in the morning or late in the evening you can decrease evaporation. Avoid watering on rainy days. Never pour water down the drain when there may be another use for it such as watering a plant, garden or for cleaning.

KEEP THIS STATEMENT FOR YOUR RECORDS



City of East Point  
2791 E Point St  
East Point, GA 30344-3239  
Phone: 404-270-7010

Address Service Requested  
**98765 East Point St.**

Jane Eastpoint  
98765 East Point St  
East Point, Ga. 12345-0000

Account Number	Amount Due	Cycle
12345-6789	\$30047.32	18-06
Due Date	After Due Date Pay	
09/21/2015	<b>\$33052.05</b>	

AMOUNT ENCLOSED: \_\_\_\_\_

**Total Amount w/10% Late Fee**

- 1377

00004048100000848000003004732

## City of East Point Customer Care

### *Instructions for Payment via Phone and Online*

Paying your bill is quick, convenient and easy through two alternative payment options: ***Interactive Voice Recording (IVR) and Click2Gov.***

To pay by phone using the **IVR** call 404-270-7010, and follow the prompts.

#### **What you will need:**

1. Account number (located in top right corner of bill)

#### **Steps to follow:**

1. Dial (404)270-7010
2. Select Option 1 and follow simple instructions for balance payment history and much more

#### **Upon connecting with IVR:**

Press [1] To make a payment

Press [2] For detailed account information

Press [3] For payment history

Press [4] For billing history

Press [0] To speak to our Call Center during normal business hours

Press [\*] For general information about the system

#### **Make a Payment**

- Payments can be made using Credit or Debit Cards: Visa, MasterCard, American Express, Discover

### *Instructions for Online Utility Payments Using Click2Gov*

To access the Online Utility Payment System (Click2Gov) go to <http://www.eastpointcity.org/> and click Online Payments.

#### **What you will need:**

- Your account number, located at the top right corner of your bill
- First time users must set-up an online account. To do so click the “Create Pin” option left of the screen, and follow steps.

## City of East Point Customer Care

### *Frequently Asked Questions (FAQs)*

#### **Q. What are your office hours and location?**

**A.** Both the Office and Drive thru are open from 8:00 AM – 4:30 PM Monday thru Friday for payments and fees incurred to re-establish service.

**Customer Care is located at  
2791 East Point Street  
East Point, GA 30344**

#### **Q. What are my payment options?**

**A.** Currently, bills can be paid via mail, in-person, by phone (via the Interactive Voice Recorder [IVR]), or online (via Click2Gov).

#### **Q. What payment methods are acceptable?**

We take credit cards, debit cards, cash, checks and money orders. Payments made online and via phone can be made with credit and debit cards. You can pay online at <http://www.eastpointcity.org/>. Click “Online Payments.” Otherwise, call 404-270-7010 to pay by phone.

#### **Q. Can I pay online to re-establish my service?**

**A.** No. Currently, we do not accept online payments, or payments via phone to re-establish service. You must visit the Customer Care Department. Once payments are received, services will be restored before the next business day.

#### **Q. Can I pay my bill by phone, or via the Interactive Voice Recorder (IVR)?**

**A.** Yes, only if your account is current.

#### **Q. How do I establish new residential utility service?**

**A.** Applicants must apply in person and provide the following: name, social security number, date of birth, address and mailing address (if different), driver’s license or government picture I.D., lease agreement (for lease or rental), deed or settlement statement for owners (please refer to information on requirements for establishing new services). In addition, a deposit is required at the time of application. The deposit amount may vary based on the customer’s credit score as determined by a credit check. The following charges will be applicable at the time of application.

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Fee Requirements	Credit Checks
<b>\$5.00</b>	Credit Check
<b>\$100.00</b>	Excellent utility credit score
<b>\$150.00</b>	Good utility credit score
<b>\$200.00</b>	Medium and below utility credit score
<b>Max Fee of \$200.00</b>	Customers who do not wish to have their credit checked

**Q. What is the latest time I can come in and have utility service started the same day?**

**A.** You must complete an application by 3:00 p.m. to have utility service started the same day. Otherwise, service will be scheduled for the next business day. Additional fees are also required, which include \$40.00 for *same day service*, plus the required deposit and establishing fee.

**Q. If I am having financial difficulties or I have medical needs requiring use of equipment at home, will this prevent my service from being interrupted?**

**A.** Unfortunately, if a bill is not paid services will be interrupted regardless of financial or medical situations. However, consideration is given to temporarily delaying service interruption for certain qualifying life support equipment, and customers who are experiencing a hardship (*See page 18 Sec. 8-2011 Service Termination or Cut-off for equipment details Hardship*). If you cannot pay your bill in full or on time, contact Customer Care at 404-270-7010 before a bill is due to discuss options available.

**Q. Can service be reconnected after hours?**

**A.** No, reconnections cannot be made after-hours. Payments to reestablish or for reconnections can be processed through 4:30 p.m. Office hours are 8:00 am – 4:30 p.m., Monday - Friday.

## City of East Point Customer Care

### **Q. Why are my bills so high?**

**A.** Factors such as seasonal temperature variations, malfunctioning thermostats, and additional people in a household can cause increases. For more detailed information, contact Customer Care at 404-270-7010.

### **Q. Can I make payment arrangements?**

**A.** A payment plan may be granted every six (6) months upon a finding of good cause by Customer Care, and to the extent that there is not already an outstanding payment plan in place. A payment arrangement may be granted up to three (3) times a year. Call Customer Care at 404-270-7010 to set up an arrangement.

### **Q. Is budget billing offered?**

**A.** Yes. Budget billing offers a set payment each month. If you have a good payment history, you can apply for this program by calling Customer Care at 404-270-7010 or visit the Customer Care Department in person.

## *Budget Billing Frequently Asked Questions*

### **Q. When is open enrollment for budget billing?**

**A.** Open enrollment for budget billing is year round.

### **Q. What can budget billing do for me?**

**A.** The budget billing program can help you by reducing the seasonal fluctuation of your utility bill for all services provided by the City of East Point. Each month, for 12 total months, you will have a set utility bill.

### **Q. Who is eligible for electric budget billing?**

**A.** Residential customers in good standing with no delinquent payments in their payment record for a one (1) year period may choose to sign up for budget billing for a full 12 month period.

### **Q. How does electric Budget billing work?**

**A.** Budget Billing is based on the average of your actual consumption for the last 12 months. You will be billed in equal amounts for 12 months.

## City of East Point Customer Care

### **Q. What if I consume a different amount than I did last year?**

**A.** On the anniversary date of your sign-up (12th bill), your bill will be recalculated according to your actual consumption.

### **Q. What happens if a customer overpays their monthly budget amount?**

**A.** If during the past 12 months your budget charges are more than your actual, the overpayment will be applied to your account as a credit.

### **Q. What happens if a customer underpays their monthly budget amount?**

**A.** If during the past 12 months your budget charges are less than your actual, a charge for the difference will appear on your 12th bill. The amount due is expected to be paid on the due date indicated on your billing statement.

### **Q. What happens if I become delinquent on my bill?**

**A.** Delinquent accounts are not eligible for the budget billing program. An account that becomes delinquent will be removed from the budget billing program.

### *Customer Care Tips*

Know the statement date of your bill. If you have not paid **29 days** after your **statement date**, you may be disconnected. In addition, termination of an account by Customer Care can occur at 60 days. Customer Care recommends residents sign-up for e-notification.

### **E-Notification Billing**

The City of East Point offers customers E-Notification Billing, which allows bills to be sent via email, and we will also still provide a copy of your bill to you by U.S. Postal mail. E-Notification Billing is convenient and environmentally friendly.

To sign up for E-Notification Billing contact our Customer Care Department at (770)270-7010. Also call us to verify that your email address is on file or to change the address.

### ***Benefits to the Customer:***

- Fast bill delivery. Customers receive the bill one day after the billing date
- Earlier notification of payment due, 7 days before the due date

## City of East Point Customer Care

- Earlier receipt of Delinquent notice, 1 day after due date

Mailing your bill 3 or 4 days before the due date, helps to ensure that your payment arrives on time, and it's a great way to establish and maintain a good payment history.

### *Residential – Utility Service*

The payment is considered late 21 days after the billing date. Bills should be paid by the due date to avoid any late charges. Customers have eight days after the due date to avoid interruption of services. On the morning of the ninth (9<sup>th</sup>) day, an account *automatically goes into an inactive shutoff status*. Once an account is classified as inactive in shutoff status, a reestablishment fee of \$60.00 must be paid to have services restored the same day.

*Sec. 8-2011. Service termination or cut-off.*

*(c) Cut-off of utilities. Upon the twenty-ninth (29th) day (the "cut-off") from the billing date, utility service may be disconnected at any time.*

#### **Q. When Can Customer Care Disconnect Utility Services?**

- Residential electric services may be disconnected when a bill is not paid within 45 days from the statement date.
- Upon Customer Request.
- When service to the customer constitutes an immediate hazard to persons or property.
- By order of the court, or any other authorized public agency.
  - (1) Evidence of falsification of any of the above information will result in immediate discontinuance of utility service without notice;
  - (2) There will be a \$60.00 connection fee
  - (3) There will be a charge of \$5.00 for a check credit.
  - (4) Failure to pay utility accounts in accordance with the Customer Care Department's policies will result in discontinuance of service.
  - (5) Failure to pay a final bill after any deposit refunds will result in the account being subject to collections. As a result, customers will incur all collection penalties.

# City of East Point Customer Care

## **Exceptions to Disconnection:**

### Winter:

Utility services shall not be discontinued to a residential customer when the forecasted temperature is below 32°F for a 24-hour period beginning at 8:00 a.m. on the date of the proposed disconnection.

### Summer:

Utility services shall not be discontinued to a residential customer if, prior to 8:00 A.M. on the date of the scheduled disconnection, a National Weather Service Heat Advisory or Excessive Heat Warning is in effect, or is forecasted to be in effect by the National Weather Service for the City of East Point.

### Serious Illness

Service shall not be disconnected for nonpayment of a bill to a residential customer who has a serious illness that would be aggravated by the disconnection - provided the customer notifies the City of East Point Fire Department or Customer Care of this condition in writing, and provides a written statement from a physician.

### Disconnection for Multi-Family Dwellings

The Department of Planning and Community Development is required to provide at least two (2) days written notice prior to any proposed utility disconnection to tenants of multi-family dwellings where the landlord is responsible for payment of utility services posted conspicuously on the premises when personal service cannot be made.

## **Q. What if I believe I have been disconnected in error?**

**A.** If you believe your service has been disconnected in error, notify the Customer Care Department as soon as possible in an effort to rectify the situation. We will use every reasonable means to resolve a resident's complaint regarding a disconnection in error.

# City of East Point Customer Care

## CITY ORDINANCE: Regulation of Utilities

### **Sec. 8-2002. - Definitions.**

*Deposit shall refer to the deposit required of customers in section 8-2012.*

### **Sec. 8-2008. - Initiation of service for existing locations.**

*(a) Initiation and deposits. All prospective customers shall apply for utility service in person or by mail. Proof of East Point residency or current business license must be provided. A deposit for service will be required to initiate service of all customers in addition to a connection fee. The prospective customer will undergo and pay the city for a credit check to determine the amount of deposit required unless the customer opts to pay the highest amount. The deposit schedule shall be posted in Customer Care and on the city's website. The charge per credit check to the prospective customer shall be established by Customer Care.*

### **Sec. 8-2009. - Payment for service; service fees.**

*(g) Budget billing. Residential customers with no delinquent payments in their payment record for a one-year period may choose the budget billing option for payment of electric services. Under this option, the customer's charge ("budget billing payment") for monthly electricity during the next subsequent twelve-month period shall be based upon an average of monthly charges for the preceding twelve-month period ("prior average payment"). The budget billing payment shall be calculated by the city annually for each customer that elects to use the budget billing option. The budget billing payment shall be a calculation of the prior average payment modified for collection of any previous accumulated budget difference plus estimated rate and use increases or decreases identified by Customer Care. In the event the customer moves out of the city or elects to terminate budget billing, the customer shall owe the city any accumulated budget difference ("deficit") between the actual and the budget billing. In case of a surplus accumulation ("surplus"), the city shall apply the surplus to the next actual billing until used or reimburse the customer when service is completely terminated. In the event the customer elects to renew budget billing for an additional annual term, any deficit or surplus from the previous term will be applied to the new budget billing payment for collection during the new term.*

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### *Sec. 8-2011. Service termination or cut-off.*

*(d) Reestablishing service and reconnect fee. In order to reestablish service, a customer must pay in person the reconnect fee, delinquent amount, the late fee and any returned check fee. Said reconnect fee shall be recommended by staff, approved by city council and posted in a public place in Customer Care and on the City of East Point website.*

*(c) Cut-off of utilities. Upon the twenty-ninth (29th) day (the "cut-off") from the billing date, utility service may be disconnected at any time.*

*(d) Reestablishing service and reconnect fee. In order to reestablish service, a customer must pay in person the reconnect fee, delinquent amount, the late fee and any returned check fee. Said reconnect fee shall be recommended by staff, approved by city council and posted in a public place in Customer Care and on the City of East Point website.*

*(e) Error in cut-off. If the utility service is cut off in error by the city, the customer shall receive a credit of any fees paid in error and be awarded a twenty-five dollar (\$25.00) credit to be applied to the customer's account. If no objection is made to the twenty-five dollar (\$25.00) credit within thirty (30) days of its issuance, it shall be deemed full and final settlement for any and all alleged damages flowing from such error.*

*(f) Hardship. In the event a customer is unable to pay a utility bill in full due to a hardship, Customer Care may halt the disconnection of utilities based on any of the following:*

*(1) Medical. The customer must be pre-registered with written confirmation by his or her doctor for the need to sustain life on life-support equipment (i.e. - oxygen tank) to any member of the household. The city shall confirm the existence of the equipment by an inspection of the premises. The maximum time for a medical hold shall be sixty (60) days.*

If you or a member of your household uses any of the qualified Life Support Equipment listed below, please contact our Customer Service department by calling 404-270-7010 between 8:00 a.m. and 5:00 p.m. on weekdays, except holidays for additional information.

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### *Qualifying Life Support Equipment*

<b>*Qualifying life support equipment*</b>
•Kidney dialysis machine
•Apnea monitor for infants (24 months and under)
•Oxygen concentrator
•Respirator
•Ventilator
•Pressure breathing therapy
•Infusion feeding pump

**\*Note: Only certain types/models qualify. Nebulizers and adult apnea monitors do not qualify.**

*(2) **Financial.** A customer in good standing may request either a payment plan or a payment arrangement through Customer Care. To be in good standing, a customer must have had no more than one (1) check returned in the preceding twelve (12) months and must not have been disconnected for non-payment during that same time period.*

*A payment plan may be granted every six (6) months upon a finding of good cause by Customer Care and to the extent there is not already an outstanding payment plan.*

*A payment arrangement may be granted up to three (3) times a year- quarterly). Customer Care shall exercise discretion and sound business judgment in the granting of both payment plans and payment arrangements and should consider such additional factors such as employment, frequency of requests and prior performance under any prior payment agreement or payment plan and any other relevant objective factors. Any such payment plan or payment arrangement shall not relieve the customer from the timely payment of all subsequent monthly utility payments.*

#### **Sec. 8-2014. Residential customer disputes.**

*(a) At any time before the date of termination of utility service for nonpayment of the amount(s) shown on a utility bill, a notice of rejection or a notice of termination, a residential customer may dispute the correctness of all or part of the amount(s) shown in accordance with the provisions of this article. A residential customer shall*

## City of East Point Customer Care

*not be entitled to dispute the correctness of all or part of the amount(s) if all or part of the amount(s) was (were) the subject of a previous dispute under this section.*

***(b) The procedure for residential customer disputes shall be as follows:***

*(1) Before the date of termination, the residential customer shall notify Customer Care, orally or in writing, that he disputes all or part of the amount(s) shown on a utility bill, a notice of rejection or a notice of termination, stating as completely as possible the basis for the dispute.*

*(2) If Customer Care determines that the present dispute is untimely or that the residential customer previously disputed the correctness of all or part of the amount(s) shown, Customer Care department shall mail to the customer a notice stating that the present dispute is untimely or invalid. Customer Care shall then proceed as if the customer had not notified the utility of the present dispute.*

*(3) If Customer Care determines that the present dispute is not untimely or invalid under this section, Customer Care, within three (3) days after receipt of the customer's notice, shall arrange an informal meeting between the residential customer and Customer Care.*

*(4) Based on the utility's records, the customer's allegations and all other relevant materials available to the official, Customer Care shall resolve the dispute, attempting to do so in a manner satisfactory to both.*

*(5) Within five (5) days of completion of the meeting, Customer Care shall mail to the customer a copy of his decision resolving the dispute, unless at the time of the hearing the customer is notified in writing of the decision.*

*(6) If the decision is unsatisfactory to the customer, the customer, within three (3) business days of his receipt of the official's decision, may request, in writing, a formal hearing before Customer Care.*

*(7) The formal hearing before Customer Care shall be held within ten (10) days of the utility's receipt of the customer's written request.*

*(8) At the hearing, Customer Care and the customer shall be entitled to present all evidence that is, in Customer Care's view, relevant and material to the dispute and to examine and cross-examine witnesses.*

*(9) Based on the record established at the hearing, Customer Care, within five (5) days of the completion of the hearing, shall issue a written decision formally resolving the dispute and it shall be final and binding on the utility and the customer.*

*(c) Utilization of this dispute procedure shall not relieve a residential customer of his obligation to timely and completely pay all other undisputed utility charges and/or installments and surcharges, and the*

## City of East Point Customer Care

*undisputed portion(s) of the amount(s) which is (are) the subject of the present dispute. Failure to timely and completely pay all such undisputed amounts shall subject the customer to termination of utility service in accordance with the provisions of this article.*

*(d) Until the date of the hearing with Customer Care, the customer must make full payment of the disputed amount unless, after a determination of good cause by Customer Care, it is proper for the customer to suspend payment until the hearings are complete.*

**(Ord. No. 007-13, 3-18-13)**

### *Applicable Fees*

Description	Fees
<b>Residential Credit Check</b>	\$5.00
<b>Business Profile Credit Check</b>	\$32.00
<b>Customer Service Fee</b>	\$3.00
<b>New Account Fee</b> (Cutoff time for new service is 4:00 with Application and Deposit)	\$60.00
<b>Same Day Service Fee for New Accounts</b> (3:00 p.m. cutoff to establish on the same day)	\$40.00
<b>Reconnection or Transfer Fee</b>	\$60.00
<b>Return item fee (NSF Checks and Credit or Debit card reversals)</b>	\$35.00
<b>Residential Deposit</b>	Subject to Credit Review
<b>Commercial Deposit</b>	Based on consumption of previous account holder for a period of 3 (three) months.
<b>Re-read (at Customer's request)</b>	\$35.00
<b>Installation of temporary Electric Service</b>	\$150.00 + Cost of meter
<b>Disconnection of electric services (line drop at the pole)</b>	\$150.00
<b>Connection of electric services (at the pole)</b>	\$150.00
<b>Relocation of electric services</b>	Actual cost (i.e. labor + equipment + materials)

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<b>Calibration of Commercial water meters</b>	Actual cost (i.e. labor + equipment + materials)
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### *Unauthorized Service or Reconnection Fees*

Description	Fees
<b>Cut or broken seals</b>	\$100.00 + Consumption
<b>Locking Bands</b>	\$100.00 + Consumption
<b>Damaged Meter or City's property</b>	\$100.00 + Consumption

### *Hazard Fees*

Description	Fees
<b>Jumpers in Sockets Unauthorized meter in socket (not City of East Point meter). Any additional hazardous connections</b>	\$250.00 plus an additional \$250.00 if cut at the pole

### *Multiple Occurrences of Unauthorized Service*

Description	Fees
<b>Multiple offenses of unauthorized services</b>	\$100.00 for first offense \$250.00 for additional offenses

**Copies of Billing Statements are free. To request a copy of your billing statement by fax call 404-270-7010.**

1. After you have heard your account information select "fax" option.
2. Next enter your ten digit fax number. The system will then send you a fax detailing your account information.

Or

To access the Online Utility Payment System (Click2Gov)  
<http://www.eastpointcity.org/> and click Online Payments

## City of East Point Customer Care



We hope this information will help you understand the City of East Point utility's billing procedures, as well as some of the services that we offer. If you have any questions, please feel free to contact our Customer Care Department at 404-270-7010 or [customerservice@eastpointcity.org](mailto:customerservice@eastpointcity.org).

**Customer Care Department**  
**2791 East Point Street**  
**Phone: 404-270-7010**  
**Fax: 404-209-5171**  
**After Hours Utility Emergency**  
**404-761-2177**