

## City of Hartford Utility Billing Policy

1. Utility bills are due by the 10<sup>th</sup> of every month. After the 10<sup>th</sup>, a 10% penalty will be applied. Bills have to be paid **BEFORE** the 25<sup>th</sup> of the month. We do not roll balances over to the next month. We have a night deposit box on the side of the building. Any payments placed in the box the night of the 24<sup>th</sup> will be accepted on the 25<sup>th</sup> without fee. We discourage putting cash in the night deposit box.
2. The first time the bill is not paid in full by the 24<sup>th</sup> an additional \$50 fee will be owed. Any time after that, within the next 3 years, the fee will be \$100. Any account with a remaining balance will be disconnected on the 25<sup>th</sup>. We do not send disconnect notices or call. The balance and all fees have to be paid before water is reconnected and garbage pick-up continues.
3. We read meters about the 10<sup>th</sup> of every month. Depending on when your service starts, will depend on which billing cycle you will fall in.
4. We accept cash, checks, debit and credit cards. You can come in, go through our drive-thru, or pay over the phone. There is a \$4.00 fee to use a debit or credit card. We offer ACH, automatic checking account withdraw, that comes out the 10<sup>th</sup> of the month. If the 10<sup>th</sup> falls on a holiday or weekend, it will come out the next business day. There will be a \$50 return check fee for all returned checks or insufficient ACH.
5. All water meters, the equipment, and hardware associated therewith are the property of the City of Hartford. No person other than City of Hartford employees or agents thereof shall tamper with, alter, or modify water meters and/or water equipment or hardware. Any persons who commit such actions shall be subject to criminal prosecution and an additional \$100.00 fee. Additionally, in the event any equipment or hardware within the meter pit are damaged, disrupted or tampered with, then the water account customer and/or property owner shall be subject to any cost due to necessary repair and equipment replacement.
6. Any utility customer who voluntarily requests the City to disconnect their water meter and/or re-enable the water meter and render it serviceable again, shall be charged a fee of \$25.00 to disable the meter and a \$25.00 fee to enable the water meter for a total of \$50.00, collected at time of enabling.
7. Utility bill consists of water, sewer, and garbage disposal. Trash has to be set out by 6:00 am. Trash collection is currently \$12 for one 90-gallon trash container or equivalent thereof. Another trash container can be added for an additional \$5.00, added to the bill every month. All trash has to be bagged and placed in a trash can or a tote with a lid. You can't put trash bags in a box, drum or barrel. We only pick up normal household trash.
8. You may call to schedule a pickup for large items for a fee. 1 large item is \$15.00, 1 standard pick-up truck load is \$25.00, 2 standard pick-up truck loads are \$50.00. These items are to be placed where you put your trash out and are normally picked up on Fridays. Items not accepted: items that have a Freon compressor, televisions, electronics, tires, oil, paint and any materials deemed hazardous by the city.