

# **CITY OF CLIFTON UTILITY SERVICES/POLICIES**

## **(UPDATED- 12/23/19)**

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Utility bills are due, without penalty, by the fifth (5<sup>th</sup>) day of each month.

**CUT-OFF DATE:** To avoid an interruption in service, utility payments must be received at City Hall by 5:00pm 10 days after the pay gross after date.

**\*\*Accounts disconnected due to late/non-payment will be charged a Deactivation Fee of \$25.00 and a Reconnect Fee of \$75.00, in addition to past due balances and late fees, before services are reconnected.**

**City Hall accepts credit/debit cards, cash, checks and money orders as forms of payment.** For customer convenience, utility bills may be paid by automatic withdrawal from a checking or savings account (ACH). If you choose this service, payment will be deducted from your bank account on/around the 5<sup>th</sup> of each month.

**\*\*A Returned Payment Fee of \$25.00 is charged for any check or automatic account withdrawal (ACH) that is returned by the bank as "non-sufficient funds", or NSF.**

**UTILITY BILLING CYCLE:** Utility bills are mailed on/around the 18<sup>th</sup>, and due the following month on the 5<sup>th</sup>. City Hall is not responsible for postal delays. Please call the City Clerk if you have not received your utility bill by the end of the current month, or if you have any address changes or corrections.

**NEW ACCOUNTS:** All new accounts are subject to a NON-REFUNDABLE Meter Activation Fee of \$75.00 PER utility. Accounts and connection fees are non-transferable. Connection request forms are available at City Hall. A valid DRIVER'S LICENSE, or other photo I.D., is required.

A non-refundable fee of \$25.00 is charged for services rendered outside of normal business hours (7:00 A.M.- 4 P.M.) and on weekends or holidays.

**ACCOUNT DEACTIVATIONS/ DISCONNECTS:** If you wish to close an account in your name and/or turn-off utilities, a \$25.00 Disconnection Fee PER utility will apply.

**NOTE:** Utilities connected (or disconnected) by anyone other than the City of Clifton are in violation of Tennessee State Law (TCA 39-14-104, TCA 39-14-408), and will be reported to the Clifton Police Dept.

**ACCOUNT ADJUSTMENTS:** May be requested if you have a water leak. To qualify for an account adjustment, your bill must be at least 1.5 times greater than a 12-month average. Customers are limited to TWO (2) leak adjustments annually, and must be in good standing with no past due account balances. Adjustment request forms are available at City Hall.

**\*\* GARBAGE SERVICE:** Is provided to residents and businesses within City limits. Garbage is collected weekly on Wednesdays.

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