

## CITY OF CLIFTON WATER & SEWER POLICIES

1. Water bills are due without penalty by the fifth day of each month.
2. To avoid an interruption of service, bills must be paid by the twentieth day of each month.
3. Bills received in the drop box at City Hall by 8:00 AM each day will be stamped as received on the previous day.
4. **For your convenience, bills may be paid by automatic debit from a checking or savings account. If you choose this service, bills will be drafted on the fifth day of each month.**
5. In an effort to assist our customers, two payment extensions may be granted in a twelve month period if the request is made by the twentieth day of the month. Extensions may only be granted by the Utility Billing Clerk and the City Manager.
6. Meters are read on or around the first day of each month.
7. A reconnect fee applies to any account paid on or after the twenty-first day of each month unless an extension has been requested and granted on or before the twentieth day of the month. The city attempts to make contact with a customer only on the first time that they are on the cut off list. However, if contact cannot be made the account will be disconnected.
8. An after hour service fee is applied to any services provided outside of normal utility service hours (Most months 7:00 AM to 4:00 PM; During extreme heat 6:00 AM to 3:00 PM)
9. A returned check fee is charged for all checks or account debits which are returned by the bank as unpaid.
10. **Accounts will be connected between the hours of 3:00 PM and 4:00 PM, if the account is opened or satisfied before 2:30 PM. Otherwise, service will be provided during these hours on the following day.**
11. An administration service fee applies to all bills paid without the payment stub.
12. An adjustment may be requested if you have a water leak on your account. To receive the adjustment, the bill must be at least 1.5 times greater than a twelve month average on your account and you must certify that the leak has been repaired.

13. Utility relocation service is available by filling out a form at City Hall. The city will bill you based upon the current schedule of charges as listed on the form.
14. Accounts which are to be closed should be done so by contacting City Hall and paying a disconnect fee. This will guarantee that you will not be billed for services provided after you leave the account.
15. Accounts which are connected or disconnected by anyone other than the city are in violation of state law as given by TCA 39-14-104 & TCA 39-14-408. Violations of these laws are referred to the Police Department.
16. New accounts are subject to a one time connection fee.
17. Water and Sewer service charges are as follows:
 

1000 Gallons of Water	\$2.73
1000 Gallons of Sewer	\$2.73

Note: A minimum bill is 2,000 Gallons. Rates outside the city are double.
18. Water and Sewer tap fees are as follows:
 

Water Tap Fee for Standard Inside City Tap	\$250.00
Sewer Tap Fee for Standard Tap	\$1,500.00
Sewer Inspection Fee for New Taps	\$15.00
Water Tap Fee for Standard Outside City Tap	\$350.00
Ross Creek Line Surcharge	\$1,000.00

A Non-Standard Tap is based upon the cost to the city and is determined at time of request.
19. Water and Sewer Fees are as follows:
 

After Hour Service Fee	\$25.00
Reconnect Fee for Non-Payment	\$25.00
Returned Check Fee	\$25.00
Water Turn Off Fee	\$2.00
Meter Activation Fee	\$25.00
Utility Bill Administration Fee	\$2.00
20. Rental Unit Owner Fees are as follows:
 

Initial Activation Fee	\$25.00
Maintenance Activation Fee On or Off	\$2.00

It is the owner's responsibility to present a receipt showing payment for the initial activation fee each time that the water is turned on or off. The Maintenance fee only applies to instances where usage is less than a minimum bill.