

CITY OF VERMILLION

UTILITY BILLING POLICIES & FEES

Service Connections

The Finance Office staff assists customers with establishing new utility service or making changes to existing accounts. Payment for connection fees and meter deposits is required before service is connected, plus applicable taxes. A service connection fee is charged for all new services (electric and/or water) or changes in utility accounts. Additional charges apply for after hours, holiday and weekend service connections.

- Connection fee: \$10.00 per service, plus tax. (Regular business hours M-F 8:00 a.m. to 5:00 p.m.)
- After hours: \$50.00 per service, plus tax.

Meter Deposits

Residential meter deposits are required for new residential rental customers. Any residential rental customer requesting utility services or a change in existing service (i.e. moving to a new address) is required to make a deposit or update an existing deposit.

Residential meter deposit fees are:

- \$30.00 for Electric
- \$15.00 for Water

Commercial meter deposits are charged to all commercial customers. Customers requesting utility services, or change in existing services, are required to make or update their deposits to an amount equal to one month's estimated billing. Commercial accounts that have 12 consecutive months of promptly and fully paid bills will have meter deposits credited to the accounts.

Meter Readings

All utility meters are read between the 10th and 20th of each month and bills are mailed the last week of each month.

Payments

Utility bills are due upon receipt. Utility payments can be made at the City Finance Office at 25 Center Street during office hours of 8:00 a.m. to 5:00 p.m. Monday - Friday. Payments may also be made by using the drop box in the entry to City Hall, the drive-up drop box on Elm Street on the east side of City Hall, by mail, or via automatic payment plan.

If not paid by the 10th of the month, a five percent penalty is applied and the customer is sent a disconnect notice by certificate of mailing. If you did not receive your monthly bill, please contact the finance office and/or the post office as the penalty applies to all accounts.

To ensure continued utility service, one of the following must be done prior to the disconnect date shown on the notice:

- Pay the bill in full.
- Make partial payment of at least 25 percent of the bill and enter into a written agreement to pay the remaining balance within three months along with paying each month's current bill.
- Pay the undisputed portion of the bill.

If there is any dispute about the bill, a written appeal of the disputed portion of the bill must be filed with the Finance Officer. Service will be continued until a timely appeal is heard by the City Council.

Disconnects

If you are moving, please contact the Finance Office to have utility service discontinued. A final billing will be processed approximately 4-6 weeks after disconnection, with any meter deposit applied. Utility service is continued until requested to be terminated.