

City of Cochran
Customer Service Policy
2014

New Accounts

All new customers must provide a photo ID (driver license or government issued ID) and their Social Security Card at the time of request for service. Each customer must provide a rental or lease agreement to verify the address where the customer is requesting service. If the customer is the property owner a copy of the deed or tax statement must be supplied.

A service connection fee of \$35 will be charged to all new service accounts. If the customer wishes to delay service connection for natural gas longer than a week, a new connection fee will be added to the account.

Payment arrangements

Customers' bills are due on the 10th of the month and delinquent on the 20th. After the 10th the customer balance will be assessed a ten percent (10 %) late fee. After the 20th the service will be discontinued at the delinquent address. The reconnect fee, to be assessed on each account that is actually cut off, will be twenty five dollars (\$25).

The customer must contact the City and complete a signed payment agreement before the 20th to avoid services being discontinued. A payment agreement will not be made after the services are cut off, the account must be paid in full.

Deposits

A deposit is required for new accounts and if an existing customer is cut off and does not have a deposit on account.

<u>Deposit</u>	<u>Service</u>
\$50	Water
\$150	Gas

If the customer pays on time for 12 months the deposit will be credited to the customer's account. A new deposit will be required when a customer is disconnected for non-payment if there is no deposit on the account.

Final Bills

A forwarding address will be noted for all final bills at the time of request for disconnection. The Final Bill will be sent to the address supplied by the customer. Final bills will not accumulate late charges. The customer will be responsible for the final bill and appropriate collection action will be taken if not paid.

Returned Checks

The City of Cochran will charge a fee of \$40 for all returned items. After two returned items the City of Cochran will not accept checks from this customer for a period of one year. The customer has ten days to clear a returned item unless the check is written to avoid cut off, in which case service will be discontinued immediately.

Severe Weather

If the forecasted temperature falls below freezing, 32 degrees Fahrenheit, *within the next 24 hours*, the City will not disconnect heating sources.