

City of Angleton Utility Billing Department Policies – revised April 18, 2010

The City of Angleton has one (1) billing cycle per month. Customers are billed for consumption used from mid-month to mid-month--one month behind. For example, a bill that is due July 20th will include consumption used from late May to mid June.

The following are standard payment and billing policies:

NEW SERVICE: Applications for water service are available at City Hall or may be downloaded from our website @ www.angleton.tx.us. If you are renting the service address property (business or residential), a renter's contract is required. If you are purchasing the property, title company paperwork is required. A copy of your driver's license and deposit are required. The deposit is \$100.00 (\$75.00 with a \$25.00 non-refundable connection fee). Should an account be closed, \$75.00 of the deposit will go toward any outstanding balance before a refund check is issued.

MONTHLY BILLS are mailed on or as close to the 1st day of the month as possible. Payment is due and payable on or before the 20th of that same month. **Should the 20th fall on a weekend, payment must be received by 5:30 p.m. the following business day, otherwise, a fee of \$10.00 or a 10% late fee will be assessed, whichever is greater.** To avoid late fees, drop box payments must be received before 5:30 p.m. on this day. After this time, you are considered late and will be charged the late fee. **To guarantee your payment is on time, we recommend you bring the payment inside to one of the utility clerks.**

DUE DATE is the 20th of every month for every customer and cannot be changed.

PAST DUE NOTICE: Failure to make payment on or before the 20th of each month will result in a pink late notice mailed to you, which will be mailed the day following the due date. Past due amounts are due and payable by the 5th of the following month. If the 5th falls on the weekend or a Holiday, payment will be accepted until 5:30 p.m. the next business day--same as the original billing cycle. If the past due amount is not paid in full by the 5th, a \$25.00 disconnect/administration fee will be assessed. You will be placed on a disconnect service list and could possibly have your services disrupted. **IF WE DO NOT DISCONNECT YOUR SERVICE, YOU STILL OWE THE \$25.00 FEE** (Ordinance No. 2007-O-8A).

METERS are read once a month--between the 15th and 20th of each month, which may vary due to inclement weather. Read dates are reflected on your bill.

TERMINATIONS: Voluntary termination forms are available at City Hall. A completed form must be returned to City Hall for disconnection of services and will not be accepted by phone. These forms will be accepted via fax (979) 849-5561. To avoid involuntary termination, accounts must be kept current. It is a violation of the law to occupy your home or business more than 72 hours without water or sewer services.

Should you believe your meter was read incorrectly and feel a re-read is necessary, please contact the Utility Billing Department at (979) 849-4364, ext. 2102 or 2103 upon receipt of the bill or go online at www.angleton.tx.us, click on "We Listen" and enter your request as a WATER METER question. Record the tracking number for confirmation of your request.

Kacey Hamlet-Utility Billing Supervisor-979-849-4364 ext. 2122

Chloe Campbell-Utility Billing Clerk-979-849-4364 ext. 2103

Pat Cosme-Utility Billing Clerk-979-849-4364 ext. 2102 habla espanol

Malinda Orlea-Receptionist-979-849-4364 ext. 2100