



GENERAL GOVERNMENT ADMINISTRATION DEPARTMENT

DEAR NEW UTILITY CUSTOMER:

Welcome to the City of Norcross. The choice you have made to reside here is an excellent one and we hope you will like it here. It is necessary to inform you that **prompt** and full payment is required once you receive your utility bill. This is required in order to pay our suppliers and to ensure that rates do not go up for our paying customers.

Attached are the general provisions that cover utility services. We would like you to take a few moments to review these rules and if you have any questions please ask. The most important points to remember are that payments are due by the 15th of the month and a late fee of 10% will be applied after that date. Failure to pay by 5:00pm on the 15th will result in discontinuance of service after notice is served. The cost of serving you a notice will be an additional five (\$5.00) dollars. If payment has not been received by 10:00am on cut-off day, an additional fifty (\$50.00) dollars will be automatically added to your account. If reconnect is requested after 5:00 pm or on the weekend, a seventy-five (\$75.00) reconnect fee will be required.

If paying by mail, you must make sure we have received your payment (we do not go by post mark dates). We are not responsible for any payments that are not received on time due to problems with the mail. Also, if for some reason you do not receive a bill, you are still responsible for payment by 5:00pm on the 15th. You should call the City if you do not receive a bill by the 2nd of the month.

Once again, welcome to the City of Norcross and let us know of any problems, concerns or suggestions of how to better serve you.

Please check each box below indicating that you have read and understand the information contained in this letter:

- Payment is due by 5:00pm on the 15th
- Additional \$50.00 will be added on cut-off day if payment has not been received by 10:00am and \$75 for after hrs reconnect.
- Mail received in the office after 5:00 pm on the 15th regardless of post mark will be access late charges and notice fees.
- Not receiving my bill, does not relieve me of my payment

Please sign below stating you are familiar with the rules and provisions regarding the supply of utility services in the City of Norcross.

(Signature of Applicant)

Date: _____

(Print Name of Applicant)