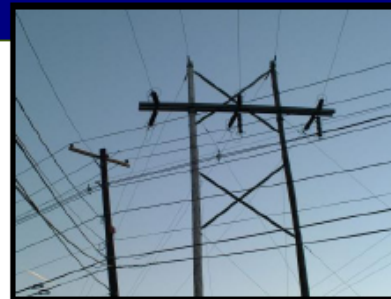


PAYING BILLS: WHAT YOU NEED TO KNOW

Utility Cut-Off

- All payments are due in the office by 5pm on the 15th (if the 15th falls on a Saturday or Sunday, then payment is due by 5pm on that Monday) or 10% penalty and \$5 notice fees will be added to the outstanding balance.
- Payment postmarked by the 15th or dropping payment in the night drop box after 5pm on the due date does not count as being received by the 15th.
- Those that use their bank's online bill payment system should request that payment be to us by the 10th of the month, because the checks are mailed from Ohio or Arizona, and because of possible postal service delays, the City cannot be responsible for late payment arrival.
- Cut-off notices are mailed out the day after the payment is due, at which time 48 hours is given to take care of the outstanding balance. If not paid in 48 hours, then utility services are disconnected on the 21st and a reconnect fee of \$50 is automatically added to the account. If services are requested to be reconnected after 5pm, then there is a charge of \$75.
- **Rereads:** Dispute of bill should be made by the 9th of the month.
- Online payments can be made anytime at www.norcrossga.net (locate the "Pay Online" button at the bottom of the home page). If this is the first time you are signing up, then you must have your last payment amount to do so (new accounts with no payment history will use zero as their amount).



Storm Water Fee Notices/Property Tax Bills



- Storm Water and Property Tax bills were sent out in separate envelopes on September 15th. Both are due by November 15th. The property taxes must be paid by November 15th, or there will be a 10% penalty and 1% interest applied to outstanding bills. Storm Water bills are currently not assessed a penalty and interest charge, but they are subject to collections if not paid when due.
- Property Tax bills left unpaid will receive a delinquent notice stating the amount due, and if not paid within 30 days of the date of the notice, then a lien will be placed on the property.
- The Storm Water fee is not part of your mortgage escrow account. Therefore, the bank will not pay this fee, unless it's some type of arrangement that the property owner has set up with the lender.
- Storm Water fees are billed based on the impervious square feet of the property, which is calculated by an engineering company that's contracted with the City to provide such service. The rate is currently \$1.25/per sq ft. The fees collected for the Storm Water utility are used for the upkeep and maintenance of the roads within Norcross city limits.

IMPORTANT ANNOUNCEMENT FOR CREDIT CARD USERS

- Beginning January 1, 2011, a \$5.00 convenience fee will be added to ALL credit card transactions. This convenience fee will be added to all transactions paid for with a credit/debit card no matter what the payment is for (utilities, property taxes, storm water fees, building permits, traffic citations, background checks, etc.)
- The \$5.00 convenience fee will be added to online payments and call-in credit cards as well.
- For those not wanting to pay the \$5.00 convenience fee, there are other options, such as Utility Draft (must qualify for this option), check, money order, online banking (must submit payment to the bank in time for the check to reach City Hall by 5pm on the 15th), or in person at City Hall.
- For those preferring Utility Draft, we will offer two different draft dates for those that qualify (currently 5th of the month, and a new option for the 15th of the month).

