

TOWN OF JONESBORO UTILITIES TERMS OF SERVICE

The following are the Terms of Service for all utility accounts with the Town of Jonesboro. Customers agree to be bound by these Terms of Service by receiving utilities from the Town of Jonesboro and by signing the Utilities Service Application. The terms, rates, and fees are effective November 1, 2015.

1. Rates

The rates for utilities within the Town of Jonesboro are as follows:

RESIDENTIAL	
IN-Town Limits Water	16.00 per month minimum up to 2,000 gallons 4.50 per month per 1,000 gallons after 2,000
IN-Town Limits Water Waste	9.00 per month minimum up to 2,000 gallons 2.00 per month per 1,000 gallons after 2,000
OUT-Town Limits Water	24.00 per month minimum up to 2,000 gallons 5.00 per month per 1,000 gallons after 2,000
OUT-Town Limits Water Waste	11.00 per month minimum up to 2,000 gallons 2.25 per month per 1,000 gallons after 2,000

COMMERCIAL	
IN-Town Limits Water	20.00 per month minimum up to 2,000 gallons 4.50 per month per 1,000 gallons after 2,000
IN-Town Limits Water Waste	16.00 per month minimum up to 2,000 gallons 2.25 per month per 1,000 gallons after 2,000
OUT-Town Limits Water	30.00 per month minimum up to 2,000 gallons 5.00 per month per 1,000 gallons after 2,000
OUT-Town Limits Water Waste	20.00 per month minimum up to 2,000 gallons 2.25 per month per 1,000 gallons after 2,000

DEPOSITS	
Residential (Buyer/Owner)	80.00
Residential (Renter/Lessee/Tenant)	125.00
Commercial	150.00

NEW METER/TAP INSTALLATIONS	
Residential Water Meter (3/4" x 5/8" standard meter)	350.00
Residential Water Meter (meters larger than standard)	Actual Cost
Commercial Water Meter	Actual Cost
Residential Sewer Tap	Actual Cost
Commercial Sewer Tap	Actual Cost

GARBAGE	
Garbage/Trash Receptacle	15.00 per receptacle

2. Fees

All utility accounts are subject to the following fees, when applicable:

FEES	
Safe Drinking Water (SDW) Fee	3.00 per quarterly bill
Late Penalty (assessed after the 15th)	10 percent of the bill due

Late Assessment Fee (assessed after the 25th)	30.00
Reconnection Fee	30.00
Moving/Transfer Fee	20.00
Non-Sufficient Funds (NSF) Fee/Returned Check	25.00

Safe Drinking Water (SDW) Fee

This fee appears on all utility bills on a quarterly basis (four times per year) to fund the chemicals used to purify the drinking water and to test the drinking water to ensure it is safe for consumption. This fee is mandated by the State of Louisiana.

Late Penalty

This fee appears on any utility account that has not been paid in full by the 15th day of the month. This fee is approximately ten percent of the past due amount on the account. The fee is nonnegotiable and cannot be removed once applied.

Late Assessment Fee

This fee appears on any utility account that has not been paid in full by the 25th day of the month. Once the fee is applied, it cannot be removed except under administrative error or extenuating circumstances. Once an account is assessed this fee, the account is placed on the "Disconnection List," which would mean a disconnection of utility services.

Reconnection Fee

This fee appears on any utility account that has been disconnected from services due to a past due balance on the account. This fee shall be paid in order to reconnect utility services for an account. This fee is nonnegotiable.

Moving/Transfer Fee

This fee is assessed to any account that is transferred to a different service address.

Non-Sufficient Funds (NSF) Fee/Returned Check

Any check or automatic draft (ACH) that is returned for non-sufficient funds will receive this fee. This fee may be combined with other fees if an account is past due because of the returned check or draft.

3. Application for Service

An application for utility service must be completed in order to: (1) begin or start new utility services, or (2) move or transfer utility services to a new address. Applications must be fully completed and signed by the applicant.

4. Tampering with Utility Meters

Tampering, adjusting, or altering a utility meter or tap shall be an unlawful action. Any individual who has tampered, adjusted, or altered any utility meter or tap shall be subjected to prosecution by the Town of Jonesboro.

5. Forms of Payment Accepted

The Town of Jonesboro accepts the following forms of payment:

- (1) Personal, business, or official bank check;
- (2) Money order by any reputable institution;
- (3) Cash;
- (4) Debit and credit cards through our partner online or phone payment system;
- (5) Automatic draft (ACH);
- (6) Online Bill Pay service through your bank.

Checks or money orders must contain the account number of the utility account in the memo area. Checks or money orders that do not contain the account number of the utility account may be experience delay in processing and subject to relevant fees.

The Town of Jonesboro may opt to decline a form of payment to specific accounts for specific cause based on the payment history

of the account, such as declining to accept personal checks or terminating an automatic draft (ACH) due to returned payments for nonsufficient funds.

Loose or rolled coins will not be accepted as a form of payment whatsoever, except when necessary to divide a dollar. An excessive amount of loose coins and rolled coins create an avoidable burden and risk.

6. Online and Phone Payment Terms and Fees

The Town of Jonesboro has partnered with nCourt to provide an online and phone payment option to utility customers. If this online or phone payment option is chosen, users are subject to the following fee schedule:

Online and Phone Payment Convenience Fee Schedule	
Amount of Utility Bill	Convenience Fee
up to 150.00	3.95
150.01 to 300.00	4.95
300.01 to 600.00	6.95
600.01 to 999.99	9.95
1,000 or more	5 percent of bill

nCourt processes payments through their service. Customers who opt to make payments through the online or phone payment system provided through nCourt must accept and abide by the nCourt Terms of Service and Conditions.

The Town of Jonesboro does not guarantee or accept or assume any liability for any payments made through nCourt.

7. On-site Dropbox Terms

Customers may use the after-hours dropbox to submit payments on utility accounts. Payments submitted through the dropbox are processed the following business day regardless of the date written or printed on the form of payment. Payments made through the dropbox shall be subjected to relevant late fees if made after 4:00 p.m. on the date due or the date the late assessment fee is applied. Cash cannot be accepted through the after-hours dropbox.

8. Termination of Service

Utility accounts shall not be terminated until the appropriate form authorizing such has been requested, filed, and processed. If an account has not been properly terminated, the account may continue receive service charges and related fees until such termination form is filed. Customers who terminate service are responsible for their final utility bill and any past due on the account. Any utility account that is terminated with a past due amount or who final bill is not paid will have the account deposit seized to be used to satisfy the account. If the final bill or past due amount is higher than the deposit amount, the customer shall be responsible for the remaining balance.

9. Deposit Refund Requests

Once an account is closed and upon the final bill and/or past due amount being satisfied, the customer is eligible to receive the refund for the account deposit. Once a deposit has been refunded and the account terminated, a new deposit must be made in order to start service to the account.

10. Due Dates and Other Important Dates

UTILITY BILL DUE DATE
15th day of the month, or the next business day

LATE FEE DATES	
Late Penalty	16th day of the month, or next business day
Late Assessment Fee	26th day of the month, or next business day

The Town of Jonesboro is not responsible for bills customers receive late or do not receive at all. If a customer does not receive a bill in a timely manner, it is the responsibility of the customer to contact Town Hall in-person, by phone, or in writing to request a copy of the account's utility bill. Copies can be provided to customers at no additional charge in-person, by fax, or by email.

All forms of payment must be received by the due date in order to avoid late fees, including payments submitted by mail.

11. Mailing Delays or Failures

The Town of Jonesboro is not responsible for mailing delays or failures or changes of address through the United States Postal Service. Bills that experience mailing delays or failures will be assess a late fee and disconnected if not paid in full by the relevant date. It is the responsibility of the customer to ensure the mailing address provided to the Town of Jonesboro is correct and accurate.

12. Misplaced or Damaged Bills

It is the responsibility of the customer to contact the Town of Jonesboro if the customer has misplaced a bill or received an illegible bill. Copies of utility bill can be provided upon request in print, by fax, or by email.

13. Office Hours and Reporting Utility Problems

Town of Jonesboro offices are open Monday through Friday from 7:30 a.m. until 4:00 p.m., excluding holidays. Customers can report utility problems to Public Work during these hours.

14. After-Hours Emergencies

If your service address experiences an emergency relating to utilities provided by the Town of Jonesboro, it is the responsibility of the customer to call the After-Hours Public Works Number to report such emergency.