



UTILITY BILLING & COLLECTIONS – CUSTOMER SERVICE POLICY

Town of Addison
Financial and Strategic Services
utilityportal@addisontx.gov

Telephone: (972) 450-7081
Fax: (972) 450-7074
Website: www.addisontexas.net

APPLICATION FOR SERVICE

To begin utility services, each customer must complete an application for service. By completing the application and service agreement the customer agrees to pay for all charges for service and abide by the policies presented here. All applicants should provide proper identification and correct information when they apply for service.

DEPOSITS

Each customer is required to provide a deposit to begin new service. Deposits may be paid by check, cash, or by credit/debit card. Deposit amounts are based upon a customer's classification. A \$50.00 deposit is required for residential customers. For commercial customers an amount equivalent to two times the average estimated monthly bill for the past 12 months for the service location is required.

Residential customers who currently have service in Addison but are moving to another location within the Town may transfer their deposit provided their account is in good standing. Commercial customers must provide a deposit for new service regardless of previous service with the Town.

Deposits will be refunded to customers when the account is closed. The deposit will be applied toward payment of the final bill and any remaining amounts will be refunded to the customer. If an account becomes delinquent an additional deposit may be required to continue service.

MONTHLY BILLING

The Town reads all meters each month and meters are generally read the first week of the month for consumption occurring during the previous month. The Town bills in arrears so each monthly bill includes consumption for the previous month. Bills are typically generated and mailed to customers around the 20th day of the month. Bills are due on the 12th day of the month or the following Monday if the 12th falls on a weekend or Town holiday.

PAYMENT

There are several payment methods available to customers. The Town accepts checks, cash, and credit/debit cards. Payment may be made at the Finance Building located at 5350 Belt Line Road Monday through Friday, 8:00 a.m. to 5:00 p.m. A drop box is available at the front door of the Finance Building for after hours payments. Payments may be mailed to the Town's utility lockbox at P.O. Box 650399 Dallas, Texas 75265 or directly to the Town's office at P.O. Box 9010 Addison, TX 75001. The Town also provides customers an online payment portal at www.addisontexas.net where customers may pay using a credit or debit card. Several automated options are also available to customers including monthly automatic credit card draft and monthly automatic bank draft.

PAST DUE ACCOUNTS/LATE FEES

An account is considered past due if not paid in full by the due date. Payments must be received in the Town's office by the due date, not postmarked, to avoid a late fee penalty. If a bill is not paid in full by the due date a late fee penalty of ten percent (10%) of the charges due will be assessed.

DISCONNECTION OF SERVICE FOR NON-PAYMENT

The Town has the right to disconnect service for non-payment if payment has not been received three (3) days after the due date. Typically accounts still unpaid forty (40) days after the original billing date will receive a Disconnection Notice at their service location. The Disconnection Notice will include 1) the amount to be paid to prevent disconnection of service, 2) the date of termination notice itself and 3) the date on which the actual termination will take place. At least ten (10) days notice will be provided before a customer is disconnected.

To prevent disconnection of service an additional deposit may be required and added to past due charges if a customer has received several consecutive Disconnect Notices. If payment is not received by the due date indicated on the Disconnection Notice, service will be disconnected. If service is disconnected, reconnection of service will take place only after 1) all past due charges, 2) current charges, 3) an additional security deposit and 4) a \$50.00 crew dispatch fee are paid.

COLLECTIONS

In addition to disconnection of service, the Town may pursue other options in collecting delinquent accounts including perfecting a lien on the property and taking civil action. The Town does not currently turn over accounts to third party collections agencies or report customer information to credit agencies.

BILLING DISPUTES/APPEALS

Customers have the right to dispute the correctness of a bill or notice and appeal the assessment of a penalty or collections related fee. A customer should submit to the department orally or in writing any appeal or dispute, stating as completely as possible the basis for the dispute or appeal. The department will review the request and attempt to resolve the dispute in a manner that is satisfactory to both the Town and the customer.

The Town's liability for disputes and appeals is limited to the most recent six (6) months of activity. Utilization of the dispute/appeals process does not relieve a customer of paying any undisputed charges in full and on time.

LEAK ADJUSTMENTS

An adjustment may be considered for a customer who has experienced a leak. A written statement requesting the adjustment and proof of the leak, such as repair bill, must be submitted to the department. The highest consumption month(s) in the period the leak occurred will be used for consideration of an adjustment, but no more than three (3) consecutive billing periods will be considered.

The difference between the consumption for the month(s) in which the leak occurred and the average consumption for the previous 12 months prior to the leak will be assessed at the wholesale rate charged to the Town by other entities for water and sewer service. The difference between this amount and the amount originally billed will be adjusted on the customer's account. No more than one (1) leak adjustment may be given to a customer within any calendar year.