

CITY OF GRISWOLD

Utility Billing Policy/Procedure

Removal of Penalty

ADOPTION DATE: 8-22-2011

RESOLUTION NUMBER: 4-2012

REVIEW PERIOD: This policy is to be reviewed every three years or as needed.

STATEMENT OF POLICY

Each customer not paying a utility bill by the due date is assessed a \$5.00 penalty or a 10 percent of the balance due, whichever is greater. City staff may use specific guidelines to waive the penalty for a customer.

APPLICABILITY

This policy applies to all utility customers of the City of Griswold.

DEFINITIONS

None.

POLICY AND PROCEDURE

A \$5.00 penalty is assessed to customers that do not pay the balance owed by 5 PM on the utility bill due date. The penalty may be waived at the discretion and of City staff and under the following guidelines:

- The customer has not been delinquent in the twelve months preceding the month in question.
- The customer can evidence that the bill was received or should have been received in the office by the due date.
- City staff error.