

**MOVING REQUIREMENTS**

Before leaving or entering premises, written notice must be given at our office so the final readings may be taken. Customers are responsible for all charges until their account is closed.

**PAYING YOUR BILL**

Because Electric City Utilities bills for utility service after the service is provided, payment is due when you receive your bill. Usage is shown in 100 cu ft and is equivalent to 748 gallons. If charges become past due, a 10% late charge will be added and Electric City Utilities may begin disconnection procedures. If your service has been disconnected due to non-payment, a \$40.00 (before 4:30) or \$55.00 (after 4:30) reconnection fee and any past due utility balance must be paid to reconnect your service; no checks will be accepted. We are not responsible for mail delivery. **FAILURE TO RECEIVE BILL DOES NOT EXCUSE NON PAYMENT.**

**METHOD OF PAYMENT**

No one other than the City of Anderson is authorized to accept payments for utility services provided by Electric City Utilities. To pay by credit or debit over the phone, please call 1-844-323-4109. We accept all major credit cards, cash, money order, bank draft, (see bank draft option below), and check payments; (no checks will be accepted if you have been disconnected for non-payment). We also offer free Online Bill Pay, please visit [www.cityofandersonsc.com](http://www.cityofandersonsc.com) to make a payment online. If a customer is asked to pay a fee to use online bill pay, then it is not the authorized City of Anderson website.

**METER OBSTRUCTION**

If we are unable to read a meter due to an obstruction, i.e. a vehicle, dog house, leaves, dirt, shrubbery, yard waste, Electric City Utilities will charge the customer a minimum of 2000 cu ft until obstruction is removed.

**METER TAMPERING IS UNLAWFUL**

It is unlawful to alter, tamper with, or bypass a meter which has been installed for the propose of measuring the use of water. A person who tampers with a meter may be prosecuted. Per City Ordinance 78-64, the owner of the property or occupant contracting for water service shall be responsible for the negligent or willful damage of meters, locking devices, or other fixtures pertaining to water service; and the actual cost of labor and materials used in the replacement or repair of such damaged fixtures shall be added to the water bill. This also pertains to piling of yard waste on or around such fixtures for removal by City or other officials.

**SOUTH CAROLINA SETOFF DEBT COLLECTION**

The City of Anderson has the right pursuant to the South Carolina Setoff Debt Collection Act to collect any sum due and owed by the customer through offset of the customers state income tax refund. If the City of Anderson chooses to pursue debts owed by the customer through the Setoff Debt Act, the customer agrees to pay all fees and costs incurred through setoff process, including fees charged by the Department of Revenue, the Municipal Association of South Carolina, and/or the City of Anderson. If the City of Anderson chooses to pursue debts in a manner other than setoff, the customer agrees to pay the costs and fees associated with the selected manner as well.

<b>Address Correction</b>	<b>Bank Draft Option</b>
Name _____	I hereby request all payments due to Electric City Utilities for utility charges to be drafted from my bank account until such time as this authorization is revoked in writing. <b>A voided check must accompany the application</b> to participate in the bank draft option. Please allow two billing cycles for set-up. Please continue to make payments by due date. Enrollment is complete when you see "Draft Due Date" on your remittance coupon.
Delivery Address _____ Apt. _____	
City _____ State _____ Zip _____	
Telephone _____	
	SIGNATURE: _____
	SOC. SEC. NO.: _____

**GO PAPERLESS**

The City of Anderson offers paperless utility billing. If you would like to receive an e-bill each month, please register by emailing your account number and email address to [utilities@cityofandersonsc.com](mailto:utilities@cityofandersonsc.com).