

Utilities Board City of Carbon Hill

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The Carbon Hill Utilities Board
Utility Bill Service Policy

BILLING – PAYMENTS – PENALTIES

Utility Bills are due upon receipt.

Utility Bills are delinquent after the 20th of the month by 4:00 pm. Should the 20th fall on a holiday, weekend or anytime the utility office is closed, the delinquent date will be the following business day by 4:00 pm.

A 10% penalty will be added to the bills that are not received in the office by that time either by mail, by drop box, call in or online.

All Utility Bills that are not paid by the 20th of the month and remains unpaid by 4:00 pm on the 5th of the following month will be charged an additional \$50.00 service fee per account.

In addition, the service is subject to be disconnected thereafter. In order to have services re-connected, the past due amount plus the \$50.00 service fee must be paid in full.

Any Utility account that remains unpaid by the 25th of the same month that the \$50.00 service fee was charged will result in the account being closed.

To have the service re-opened / re-connected a Service Fee of \$30.00 will be required and any unpaid balance in the customer's name must be paid in full.

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