

***CITY OF ROBERTSDALE  
UTILITY SERVICE POLICY  
RATES & PROCEDURES***



**ELECTRIC SERVICE  
NATURAL GAS SERVICE  
WATER SERVICE  
SEWER SERVICE  
SANITATION COLLECTION**

(Effective 10/1/2017)

## TABLE OF CONTENTS

	<u>PAGE</u>
<b>Electric Service</b>	
- Residential.....	2
- Commercial.....	4
- Industrial.....	6
- Unmetered Security Lighting.....	8
- Purchased Power Cost Adjustment (PPCA) Schedule.....	10
- Miscellaneous Electric Charges.....	11
<b>Natural Gas Service</b>	
- General Service.....	12
- Municipal, Schools and Public Buildings.....	14
- Miscellaneous Natural Gas Charges.....	16
<b>Water Service</b>	
- Inside City Limits.....	17
- Outside City Limits.....	18
- Sprinkler Systems.....	19
- Miscellaneous Water Charges.....	20
<b>Sanitation Service</b>	
- Residential.....	22
- Commercial (Small Business).....	24
- Industrial/Heavy Commercial.....	25
<b>Sewer Service</b>	
- Sewer User Charge Policy.....	26
- Monthly Sewer Rates.....	27
- Miscellaneous Sewer Charges.....	28
<b>Expansion of City Utilities Cost Reimbursement Policy</b>	
- Water/Sewer/Gas.....	29
- Electric.....	30
<b>Utility Service Request Procedure</b>	
- Application Process.....	32
- Transfer Service.....	33
- Deposit Information.....	33
- Meter Sets.....	34
- Disconnects/Final Billing/Deposit Refunds.....	34
<b>Utility Billing &amp; Collections</b>	
- Utility Billing.....	35
- Utility Payment Methods.....	35
- Past Due Bills.....	36
- Returned Checks.....	37
- Collection of Delinquent Accounts.....	37

(Amended 10-01-01)  
(Amended 10-06-03)  
(Amended 9-6-05)  
(Amended 4-2-07)  
(Amended 10-1-2010;10-1-2011)  
(Amended 10-1-2012;10-1-2013;10-1-2014)

## **ELECTRIC SERVICE**

### **RESIDENTIAL** **RATE R-1**

#### **AVAILABILITY**

Available to consumers in all areas served by the City of Robertsdale, Alabama.

#### **APPLICABILITY**

Applicable for service to single residences and individual family apartments. Service shall not be resold or shared with others except that when two or more family dwellings are served through a single meter, all provisions of the rate and minimum shall be applied as though each dwelling unit had been separately metered and the actual metered consumption were divided equally between each unit.

#### **CHARACTER OF SERVICE**

Single-phase service at approximately 120 or 120/240 volts.

#### **MONTHLY RATE**

\$12.50 Customer Charge; plus  
9.690 cents per KWH for all KWH

#### **MINIMUM BILL**

The monthly minimum bill shall be \$12.50 plus applicable taxes.

#### **PAYMENT**

Bills for service rendered hereunder are payable by the 15<sup>th</sup> of each month and if not paid within such period become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

## **PURCHASED POWER COST ADJUSTMENT**

The amount calculated at the above rates may be adjusted by the amount calculated in the Purchased Power Cost Adjustment (PPCA) Schedule.

## **TAX PROVISIONS**

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City or its customers by any government authority, either Federal, State or local, there shall be added to the above rates and charges an amount calculated on a pro rata basis, sufficient to recover any such tax or taxes.

(Adopted 10-20-97)  
(Amended 09-06-05)  
(Amended 4-2-07)  
(Amended 10-1-2010;10-1-2011)  
(Amended 10-1-2012;10-1-2013;10-1-2014)

## **ELECTRIC SERVICE**

### **SMALL LIGHT AND POWER SERVICE** **RATE C-1**

#### **AVAILABILITY**

Available to consumers in all areas served by the City of  
Robertsdale, Alabama

#### **APPLICABILITY**

Applicable for non-residential lighting and power service  
when the maximum integrated 15-minute demand is less  
than 50 KW. Service to more than one premise shall not be  
combined. Service shall not be resold or shared with others.

#### **CHARACTER OF SERVICE**

Single-phase or three-phase, 60-Hertz, at the available  
nominal secondary voltages.

#### **MONTHLY RATE**

Customer Charge: \$13.00 per customer, plus;  
Charge for Energy: 10.250 cents per KWH

#### **MINIMUM BILL**

The monthly minimum bill shall be \$13.00 plus applicable  
taxes.

#### **PAYMENT**

Bills for service rendered hereunder are payable by the 15<sup>th</sup>  
of each month and if not paid within such period become  
delinquent and subject to a service charge in the amount of  
\$10.00 or 2.5% of the total bill, whichever is greater.

## **PURCHASED POWER COST ADJUSTMENT**

The amount calculated at the above rates may be adjusted by the amount calculated in the Purchased Power Cost Adjustment (PPCA) Schedule.

## **TAX PROVISIONS**

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City or its customers by any government authority, either Federal, State or local, there shall be added to the above rates and charges an amount calculated on a pro rata basis, sufficient to recover any such tax or taxes.

(Adopted 01-01-90)  
(Amended 09-20-99)  
(Amended 09-06-05)  
(Amended 4-2-07)  
(Amended 10-1-2010;10-1-2011; 10-1-2013; 10-1-2014)

## **ELECTRIC SERVICE**

### **INDUSTRIAL SERVICE** **RATE I-1**

#### **AVAILABILITY**

Available to consumers in all areas served by the City of  
Robertsdale.

#### **APPLICABILITY**

Applicable for non-residential lighting and power service  
when the maximum integrated 15-minute demand is 50 KW  
or more. Service to more than one premise shall not be  
resold or shared with others.

#### **CHARACTER OF SERVICE**

Single-phase or three-phase, 60-Hertz, at the available  
nominal secondary or primary voltages.

#### **MONTHLY RATE**

Demand Charge:	\$7.45 per KW for all KW; plus
Energy Charge:	7.61 cents for the first 20,000; plus 7.23 cents per KW for all over 20,000

#### **DETERMINATION OF DEMAND**

The kilowatt demand shall be based on the consumer's maximum  
integrated fifteen (15) minute demand during each service month,  
providing such demand shall not be less than 75% of the  
maximum demand established during the eleven (11) preceding  
months, nor less than 75% of the contract capacity, nor less than  
50KW.

#### **MINIMUM BILL**

In consideration of readiness of the City of Robertsdale to furnish  
electric service, no monthly bill shall be rendered for less than the  
charge for demand plus applicable taxes.

### **ADJUSTMENT FOR PRIMARY SERVICE**

The monthly charges shall be reduced to 20-cents per KW of billing demand whenever the consumer furnished all required transformation facilities supplied from distribution lines.

### **PAYMENT**

Bills for service rendered hereunder are payable by the 15<sup>th</sup> of each month and if not paid within such period become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

### **PURCHASED POWER COST ADJUSTMENT**

The amount calculated at the above rates may be adjusted by the amount calculated in the Purchased Power Cost Adjustment (PPCA) Schedule.

### **GENERAL TAX PROVISIONS**

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City or its customers by any government authority, either Federal, State or local, there shall be added to the above rates and charges an amount calculated on a pro rata basis, sufficient to recover any such tax or taxes.



(Adopted 10-20-97)  
(Amended 09-20-99)  
(Amended 09-06-05)  
(Amended 4-2-07)  
(Amended 9-4-07)

## **ELECTRIC SERVICE**

### **UNMETERED PROTECTIVE LIGHTING** **RATE PL-1**

#### **AVAILABILITY**

Available for protective type outdoor lighting for all consumers in areas served by the City of Robertsdale, provided that all such customers can be served directly from existing overhead secondary distribution lines of the City of Robertsdale.

#### **CHARACTER OF SERVICE**

Dusk to dawn unmetered service is covered by charges set forth below which also covers maintenance of luminaries and replacement of lamps which burn out. Such charges do not cover replacement of lamps, luminaries, brackets or overhead lines which are damaged or destroyed due to vandalism or any other cause beyond the City's control, such facilities damaged or destroyed under such circumstances to be replaced by the consumer at the consumer's expense. Lamp renewals and required maintenance will be performed only during regular daytime working hours as soon as practical after notification by the consumer of the necessity.

#### **MONTHLY RATE**

\$6.00 per 175 watt security light  
\$8.90 per 250 watt security light  
\$13.70 per 400 watt security light  
\$48.00 per 1500 watt security light

## **INSTALLATION CHARGE**

The consumer shall be required to pay installation charge which shall cover the actual cost of materials for the initial installation of overhead lines, poles, fixture assemblies, including brackets, and any other additional facilities which are required to provide service under this rate.

## **PAYMENT**

Bills for service rendered hereunder are payable by the 15<sup>th</sup> of each month and if not paid within such period become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

## **GENERAL TAX PROVISIONS**

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City or its customers by any government authority, either Federal, State or local, there shall be added to the above rates and charges an amount calculated on a pro rata basis, sufficient to recover any such tax or taxes.

## **PURCHASED POWER COST ADJUSTMENT (PPCA) SCHEDULE**

The Purchased Power Cost Adjustment shall consist of two basic parts, as follows:

### **Part 1 = Revenue Requirement Factor**

Part 1 makes provisions to recover annual and frequent fluctuation in operation and maintenance costs, annual administration costs, net non-operating revenues, contributions to the General Fund in lieu of taxes, electrical system bond payments, electric system extensions, improvements and additions, and other expenses and subsidies to other funds which are assessed against the Electric Fund.

### **Part 2 = Wholesale Power Cost Adjustment (WPCA)**

Part 2 provides a method which may be utilized by the City to react to fluctuations in wholesale power costs.

An "Extra Revenue Requirement" will be calculated by subtracting the "Base" Purchased Power Costs (\$0.0504 x Total KWH Purchases), from the actual wholesale purchased power costs.

The monthly Wholesale Power Cost Adjustment is then calculated by dividing this "Extra Revenue Requirement" by the next month's estimated KWH sales (excluding lights and other fixed billing loads). This monthly Wholesale Power Cost Adjustment will be rounded to the nearest \$0.0001 per KWH.

There will be a true-up amount each month applied to the "Extra Revenue Requirement", to account for the difference between actual and estimated KWH sales. However, if the City chooses not to pass along extra calculated charges, or credits, for a given month, then there will be no "true-up" amount the following month.

Stated by formula, the Wholesale Power Cost Adjustment (WPCA) is as follows:

$$WPCA = [(APP - BPP) + T] / S$$

APP = Actual total Purchased Power costs associated with its bulk power supply.

BPP = "Base" Purchased Power costs (\$0.0504 X Total KWH Purchases).

T = True-up amount calculated monthly to account for difference between actual and estimated KWH Sales.

S = Estimated monthly KWH Sales (excluding lights and other fixed billing loads).

(Amended 4-2-07)

(Amended 9-4-07)

(Amended 5-1-09)

(Amended 10-1-2010;10-1-2014) **(Including deposit rates)**

**ELECTRIC SERVICE**  
**MISCELLANEOUS CHARGES**

1. **Application for Service:**

All new applicants must make a deposit for initial service in each billing classification as follows:

Residential/Owner \$100.00

Note: (proof of ownership required)

Residential/Renter \$350.00

All Commercial Accounts \$500.00

Commercial w/Demand \$1,000.00

Industrial \$1,000.00

Administrative Fee-All Classes \$ 30.00 (Nonrefundable)

2. **Collection of Delinquent Accounts:**

Each visit to premises \$ 10.00

Non-Payment Fee - Acct Processed for disconnection \$ 50.00

3. **Trouble Calls:**

(Consumer's side of meter)

Meter Test \$ 25.00

After Hours \$ 35.00

4. **Security Lights\*:**

Install on existing pole \$ 130.00

Install pole & light \$ 130.00 plus cost of pole

Relocate light. Charged at actual cost as determined by Director of Public Works

\*Charges will be based on the actual cost to the City for the poles & security lights.

5. **Temporary Service:**

Pole set by contractor or owner \$ 15.00

Pole to be set by City electric dept. \$ 30.00

(Does not include cost of pole)

6. **Service Connections:**

After hours and week-ends \$ 35.00

7. **Lightning Arrestor:**

\$ 38.00

8. **Meter Tampering Charge:** \$250.00

Account holder may be charged if it is determined by the public works department that the city's metering equipment has been tampered with.

Evidence of tampering may include, but is not limited to, broken meter seal, turned meter, etc.

(Adopted 09-01-85)  
(Amended 4-2-07)  
(Amended 9-2-08)  
(Amended 10-1-2011)

## **NATURAL GAS SERVICE**

### **GENERAL SERVICE RATE - CLASSIFICATION G-1**

#### **AVAILABILITY**

Available in all areas served by the City's transmission and/or distribution systems but restricted to those consumers currently being served under this classification. The City, being subject to the dictates of its supplier and governmental agencies, both State and Federal, regarding quantity and end-use of this commodity, consequently makes no commitment that service will be continuous.

#### **APPLICABILITY**

Applicable for service to single residences, individual, family apartments or single small commercial establishments for cooking, water heating, space heating and like uses. Services shall not be resold to or shared with others except that when two or more units are served through a single meter, all provisions of the rate and minimum shall be applied as though each unit had been separately metered and the actual metered consumption were divided equally between each unit.

#### **MONTHLY RATE**

\$10.40 for the first 300 cubic feet or less; plus  
\$1.373 per 100 cubic feet for the next 2,700 cubic feet; plus  
\$.853 per 100 cubic feet for all over 3,000 cubic feet.

#### **RECONNECTION CHARGE**

When gas service is suspended at the consumer's request for seasonal reasons, there will be a reconnection charge of \$20.00.

## **MINIMUM MONTHLY BILL**

Monthly bills for service provided hereunder will not be less than \$10.40. However, for any consumer that uses natural gas for space heating only, if there is no consumption during any of the billing monthly of May through October, the minimum monthly bill will be \$2.00 for each month so recorded.

## **PAYMENT**

Bills for service rendered hereunder are payable by the 15<sup>th</sup> of each month and if not paid within such period become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

## **TAX PROVISIONS**

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City by any governmental authority, either Federal, State, or Local, there shall be added to the above rates and charges, an amount calculated on a pro-rata basis sufficient to recover any such tax or taxes.

## **PURCHASED GAS ADJUSTMENT (PGA)**

The current monthly bill, as calculated under this rate, shall be increased by an adjustment factor, which shall be applied to each 100 cubic feet of natural gas sold under this rate. This factor shall be calculated based on the PGA fuel charges billed to the City of Robertsdale by Riviera Utilities during the preceding billing month. This adjustment factor will be calculated at full cost recovery above the benchmark cost of \$0.40 per 100 cubic feet of gas delivered by said supplier.

(Adopted 09-01-85)  
(Amended 4-2-07)  
(Amended 9-2-08)  
(Amended 10-1-2011)

## **NATURAL GAS SERVICE**

### **MUNICIPAL, SCHOOL, AND PUBLIC BUILDING CLASSIFICATION "G-3"**

#### **AVAILABILITY**

Available in all areas served by the City's transmission and/or distribution systems but restricted to those consumers currently being served under this classification. The City, being subject to the dictates of its supplier and governmental agencies, both State and Federal, regarding quantity and "end-use" of this commodity, consequently makes no commitment that service will be continuous.

#### **APPLICABILITY**

Applicable for service to municipal buildings, school buildings, or other buildings that may be defined as "public" by the City. Service shall not be resold to or shared with others except that when two or more units are served through a single meter, all provisions of the rate and minimum shall be applied as though each unit had been separately metered and the actual metered consumption were divided equally between each unit.

#### **MONTHLY RATE**

\$ .94 per 100 cubic feet for the first 20,000 cubic feet;  
plus  
.52 per 100 cubic feet for all over 20,000 cubic feet.

#### **MINIMUM MONTHLY BILL**

Monthly bills for service provided hereunder will not be less than \$312.00.

#### **PAYMENT**

Bills for service rendered hereunder are payable by the 15<sup>th</sup> of each month and if not paid within such period become

delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

### **PURCHASED GAS ADJUSTMENT (PGA)**

The current monthly bill, as calculated under this rate, shall be increased by an adjustment factor, which shall be applied to each 100 cubic feet of natural gas sold under this rate. This factor shall be calculated based on the PGA fuel charges billed to the City of Robertsdale by Riviera Utilities during the preceding billing month. This adjustment factor will be calculated at full cost recovery above the benchmark cost of \$0.40 per 100 cubic feet of gas delivered by said supplier.

### **DELIVERY PRESSURE**

The deliver pressure to the consumer will be determined by the pressure available in the City's mains at the consumer's location. It will not be less than four ounces at the consumer's connections.

### **TAX PROVISIONS**

In the event any privilege, license, franchise, use, occupational or other similar tax is imposed upon the City by any governmental authority, either Federal, State, or Local, there shall be added to the above rates and charges, an amount calculated on a pro-rata basis sufficient to recover any such tax or taxes.

### **TERM OF CONTRACT**

Service under this classification shall be for a minimum period of one-year and thereafter until terminated by ninety (90) days written notice, by either party to the other, or as specified in the contract for service.



**NATURAL GAS SERVICE**

**MISCELLANEOUS CHARGES**

**(Includes deposit rates)**

1. **Connection Fees:**

5/8 inch line \$350.00 + \$2.00 per foot  
from gas source to meter. Larger lines to be charged at  
actual cost as determined by Director of Public Works

2. **Deposits:**

Residential/Owner	\$ 50.00
Note: (proof of ownership required)	
Residential/Renter	\$ 100.00
All Commercial Accounts	\$ 80.00
Commercial w/Demand	\$ 160.00
Industrial	Calculated
Administrative Fee-All Classes (Nonrefundable)	\$ 30.00

3. **Trouble Calls:**

Regular Hours	\$ 10.00
After Hours	\$ 35.00
Test Meters	\$ 10.00

(Amended 4-15-02; 10-6-03)  
(Amended 9-6-05; 4-2-07; 9-4-07)  
(Amended 9-2-2008; 10-1-2009; 10-1-2011)  
(Amended 10-1-2015; 10-1-2016)  
(Amended 10-1-2017)

**WATER SERVICE**  
**RATE W-1-(Inside City Limits)**

**AVAILABILITY**

Available to customers within the City limits of the City of  
Robertsdale.

**APPLICABILITY**

Applicable for service to residential, commercial, and industrial  
customers. Service shall not be resold, or shared with others  
without being properly billed by the City according to the meter  
size.

**MINIMUM MONTHLY BILL**

¾" Residential & Commercial & 1" Residential Meter	\$ 13.50
1" Commercial Meters	\$ 18.50
All 2" Meters	\$ 52.50
All 3" Meters	\$ 89.50
All 4" Meters	\$139.50
All 6" Meters	\$159.50
All 8" Meters	\$229.50

**MONTHLY RATE**

First 3,000 gallons	- \$1.59 per 1,000 gallons
All over 3,000 gallons	- \$3.25 per 1,000 gallons

**PAYMENTS**

Bills for service rendered hereunder are payable by the 15<sup>th</sup> of  
each month and if not paid within such period become delinquent  
and subject to a service charge in the amount of \$10.00 or 2.5%  
of the total bill, whichever is greater.

**TAX PROVISIONS**

In the event any privilege, license, franchise, use, occupational, or  
other similar tax is imposed upon the City or its customers by any  
government authority, either Federal, State, or local, there shall  
be added to the above rates and charges an amount, calculated  
on a pro-rata basis, sufficient to recover any such tax or taxes.

(Amended 4-15-02; 10-6-2003)  
(Amended 9-6-05; 4-2-2007; 9-4-2007)  
(Amended 9-2-08; 10-1-2009; 10-2-2011)  
(Amended 10-1-2015; 10-1-2016)  
(Amended 10-1-2017)

## **WATER SERVICE**

### **RATE W-3-(Outside City Limits)**

#### **AVAILABILITY**

Available to customers outside the City limits of the City of  
Robertsdale.

#### **APPLICABILITY**

Applicable for service to residential, commercial, and industrial  
customers. Service shall not be resold, or shared with others  
without being properly billed by the City according to the meter  
size.

#### **MINIMUM MONTHLY BILL**

3/4" Residential & Commercial & 1" Residential Meter	\$ 18.25
1" Commercial Meters	\$ 23.00
All 2" Meters	\$ 57.00
All 3" Meters	\$ 94.00
All 4" Meters	\$ 144.00
All 6" Meters	\$ 164.00
All 8" Meters	\$ 234.00

#### **MONTHLY RATE**

First 3,000 gallons or less -	\$1.71 per 1,000 gallons, plus
All over 3,000 gallons	- \$3.90 per 1,000 gallons

#### **PAYMENTS**

Bills for service rendered hereunder are payable by the 15<sup>th</sup> of  
each month and if not paid within such period become delinquent  
and subject to a service charge in the amount of \$10.00 or 2.5%  
of the total bill, whichever is greater.

#### **TAX PROVISIONS**

In the event any privilege, license, franchise, use, occupational, or  
other similar tax is imposed upon the City or its customers by any  
government authority, either Federal, State, or local, there shall  
be added to the above rates and charges an amount, calculated  
on a pro-rata basis, sufficient to recover any such tax or taxes.

(Adopted 01-01-90)  
(Amended 9-20-99)  
(Amended 9-6-05)  
(Amended 4-2-07)

## **WATER SERVICE**

### **SPRINKLER SYSTEM SERVICE**

#### **AVAILABILITY**

Available to customers in all areas served by the City of Robertsdale, Alabama.

#### **APPLICABILITY**

Applicable for service to all public buildings.

#### **MONTHLY RATE**

First 500 sprinkler heads, or less - \$6.00  
(minimum); plus  
All over 500 sprinkler heads - \$10.00

#### **PAYMENT**

Bills for service rendered hereunder are payable by the 15<sup>th</sup> of each month and if not paid within such period become delinquent and subject to a service charge in the amount of \$10.00 or 2.5% of the total bill, whichever is greater.

#### **TAX PROVISIONS**

In the event any privilege, license, franchise, use, or occupational or other similar tax is imposed upon the City, or its customers by any government authority, either Federal, State, or Local, there shall be added to the above rates and charges an amount, calculated on a pro-rata basis, sufficient to recover any such tax or taxes.

**WATER SERVICE - MISCELLANEOUS CHARGES**  
**(Includes deposit rates)**

<u>1. Connection Fees:</u>	<u>ADJACENT*</u>	<u>OPPOSITE*</u>
3/4" - In City Limits	\$1,000.00	\$1,700.00
Outside City Limits	\$1,300.00	\$2,210.00
1" - In City Limits	\$1,250.00	\$2,125.00
Outside City Limits	\$1,475.00	\$2,507.50
1 1/2" - In City Limits	\$1,650.00	\$2,640.00
Outside City Limits	\$1,850.00	\$2,960.00
2" - In City Limits	\$2,050.00	\$3,280.00
Outside City Limits	\$2,250.00	\$3,600.00

\*Adjacent = water main is adjacent to property;

\*Opposite = water main is on opposite side of highway

Baldwin County Highway Dept. Permit	\$250.00 (if required)
Alabama Dept. of Transportation Permit	\$500.00 (if required)

Tap fees for large services shall be calculated by the City Building Official and shall equal the estimated cost of material, labor, and equipment plus \$1,500.00 per unit as defined herein.

**2. Deposits:**

Residential/Owner	\$50.00
Note: Proof of ownership required	
Residential/Renter	\$100.00
All Commercial Accounts	\$100.00
Industrial	Calculated
Administrative Fee-All Classes	\$30.00 (Non-refundable)

**3. Trouble Calls: (Customer side of meter)**

Regular Hours	\$10.00
After Hours	\$35.00
Test Meters	\$10.00

**4. Billing Adjustments:** One-time adjustments may be made to a customer's water account in the event of a leak. The customer's average monthly water bill will be calculated and deducted from the "excessive" month. After deducting the average monthly cost from the "excessive" bill, an adjustment of 50% will be made. Any further adjustments must be requested by the customer before the Mayor and Council at the next scheduled City Council meeting.

Adjustments will not be made to water accounts for the filling of swimming pools or irrigation systems. Sewer adjustments will be allowed once per year for the initial filling of swimming pools.

(Adopted 10-17-94)  
(Amended 4-2-07)

## **SUMMARY OF MISCELLANEOUS WATER & SEWER CHARGES**

### **Water & Sewer Connection Fees**

#### **Residential Customer Charges (R-1, R-2, and R-3)**

The connection fees for residential applications will be assessed on the number of occupancy units being served by the City's water and/or sewer services. The rate level for such fees will be determined by the City's Building Inspector based upon the type of construction, detailing the number of occupancy units at the time the building permit is requested. Water and Sewer connection fees to be charged at the prevailing rate at the time the fees are paid by responsible party. Connection fees shall be paid at the time the building permit is issued on said construction, along with the building permit fee and all other applicable charges.

#### **Commercial and Industrial Customer Charges**

The connection fee for these services will be based upon the number of commodes in each unit of the business development. The rates for these fees will be governed by the prevailing rate status for the connection requested, and will be charged at the level of one (1) connection fee for every two commodes installed in the business unit. Additional connection fees will be charged for every two additional commodes in the business unit. A unit is the entity that is performing business in a said space and carries a City business license to conduct said business applications. If abnormal expenses should be incurred by the City to provide the requested services, the City Building Inspector will have the authority to request additional payments to cover construction charges before the building permit is issued. Connection fees shall be paid at the time the building permit is issued on said construction, along with the building permit fee and all other applicable charges.

(Amended 10-01-01)  
(Amended 09-06-05)  
(Amended 4-2-07)  
(Amended 9-2-08)  
(Amended 10-1-09)  
(Amended 10-1-2011; 10-1-2014)

**SANITATION SERVICE**  
**RESIDENTIAL SERVICE**  
**RATE - G**

**AVAILABILITY**

Available to consumers in all areas served by the City of  
Robertsdale, and required participation by residents within the  
City limits.

**APPLICABLE SERVICE**

Applicable for service to single residents and individual family  
apartments. Service will not be shared with others. Single pickup  
each week.

**MONTHLY RATE**

\$16.00 - Per Month within the City limits

**PAYMENT**

Bills for service rendered hereunder are payable by the 15<sup>th</sup> of  
each month and if not paid within such period become delinquent  
and subject to a service charge in the amount of \$10.00 or 2.5%  
of the total bill, whichever is greater.

**POLICY**

**COLLECTION:** Containers are scheduled for collection on the  
same day each week. When the following holidays occur on your  
scheduled collection day, the City will reschedule collection during  
the week to ensure that your garbage is picked up:  
New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving  
Day, Christmas Eve or Christmas Day. Holiday schedules will be  
posted in local newspapers and on the City's website.

**CONTAINERS:** The City will provide a garbage container to each  
residential unit served. Each container will be numbered and  
assigned to a specific residential address.

**PLACEMENT:** The collection truck must have access to your  
container. Place the container three feet away from trees,

mailboxes, parked cars, utility lines or other obstructions. Do not place garbage containers or debris in alley ways or under power lines. Place the container within two feet of the curb with the handle facing away from the curb.

Your container shall be placed street side by **6:30 a.m.** the morning of your trash collection day only. Remove your empty container from the curb no later than 7:00 P.M. Under no circumstances are containers to be left out overnight.

**DAMAGED CONTAINERS:** If your container breaks through normal use, the City will repair or replace it at no cost to you. The City is not responsible for repair or replacement of the container when it is damaged because of customer abuse or neglect. Report damaged containers to the Public Works Department at 947-8950.

**STOLEN CONTAINERS:** Report stolen containers to the Public Works Department at 947-8950. A replacement container will be delivered to you by the City's Sanitation Department.

**MOVING/RELOCATING:** The container is the property of the City of Robertsdale. Each container is numbered and assigned to a specific address. If you move, the container must stay at the current address. If the container is removed from the assigned address, the cost will be deducted from the utility deposit on file.

**DO NOT:** put yard waste, construction, remodeling, metal, or demolition debris in the container. Do not put concrete, dirt, rocks, sod, sand, plaster, hot ashes, tires, automobile parts or batteries, chemical materials, toxic materials, flammable items, liquid paint, motor oil, cooking oil, or dead animals in the container. **NOTE:** Limbs and wood products must be separate from household garbage to allow for chipping of wood products. Construction or contractor debris will not be picked up.

**TRASH (non-household garbage):** The following prices are effective for pickup service of non-household garbage:

Trash - \$35.00 (full load); \$15.00 (half load) plus landfill charges

Appliances - \$10.00 ea.

Tires - \$ 5.00 ea.

Paint - \$ 3.00 ea (1 gallon) \$15.00 (5 gallon)



(Adopted 10-20-97)  
(Amended 9-20-99)  
(Amended 9-6-05)  
(Amended 4-2-07)  
(Amended 9-2-08)  
(Amended 10-1-09)  
(Amended 10-1-2011)

## **SANITATION SERVICE**

### **COMMERCIAL (SMALL BUSINESS)** **RATE - C**

#### **AVAILABILITY**

Applicable for service to individual commercial enterprise and will not be shared with others.

#### **CHARACTER OF SERVICE**

Variable pickup each week as arranged with Director of Public Works.

#### **MONTHLY RATE**

\$32.50 Monthly Customer Charge - Inside City Limits

#### **PAYMENT**

Bills for service rendered hereunder are due by the 15<sup>th</sup> of each month and if not paid within such period become delinquent and subject to a service charge of \$10.00 or 2.5% of the total bill, whichever is greater.

(Adopted 10-20-97)  
(Amended 9-20-99)  
(Amended 9-6-05)  
(Amended 4-2-07)

## **SANITATION SERVICE**

### **INDUSTRIAL/HEAVY COMMERCIAL RATE - V**

#### **AVAILABILITY**

Available to consumers in all areas served by the City of  
Robertsdale, and required participation by industrial/heavy  
commercial enterprises within City limits.

#### **APPLICABILITY**

Applicable for service to business and industrial enterprises and  
will not be shared with others.

#### **CHARACTER OF SERVICE**

Variable pickup each week as arranged with the Director of Public  
Works.

#### **MONTHLY RATE**

Variable customer charge as shown in separate document,  
computer generated variable customer list.

#### **PAYMENT**

Bills for service rendered hereunder are payable by the 15<sup>th</sup> of  
each month and if not paid within such period become  
delinquent and subject to a service charge of \$10.00 or 2.5% of  
the total bill, whichever is greater.

#### **TAX PROVISIONS**

In the event any privilege, license, franchise, use, occupational  
or other similar tax is imposed upon the City by any  
governmental authority, either Federal, State, or Local, there  
shall be added to the above rates and charges, an amount,  
calculated on a pro rata basis, sufficient to recover any such tax  
or taxes.

#### **TERM OF CONTRACT**

Service under this classification shall be for an initial period of  
one-year and thereafter until terminated by written notice.

## **SEWER SERVICE**

### **RESOLUTION ADOPTED BY THE CITY COUNCIL**

Be it hereby resolved by the City of Robertsdale that the following sewer user charge be adopted to comply with all applicable rules and regulations of the Environmental Protection Agency as described in Section 35.929-3 of the Federal Register dated April 25, 1978 (Part 3) as follows:

1. Sewer User Charges shall be adjusted once each year to provide sufficient revenue to pay the total operation maintenance and replacement costs of the sewer systems and treatment works.
2. Any excess revenues collected from a class of users shall be applied to the costs of operation and maintenance and replacement attributable to that class for the next year and the rate adjusted accordingly.
3. The User Charge system shall require any user that discharges any toxic pollutants which cause an increase in the cost of managing the effluent or the sludge of the treatment works shall pay for such increased costs.
4. Sewer shall be charged to the customer responsible for payment of the water billing where more than one account is served by one water meter.
5. There shall be a separate fee charged to an account having sewer service, but is not connected to the city water service.
6. Upon request, during the months of May-July, a sewer adjustment for irrigation purposes may be made if the customer's water bill has increased at least 25% from the last billing period. The sewer rate charged will be the customer's average sewer bill for the billing period January-March. Request for an adjustment must be made on an annual basis.
7. The Sewer User Charge rates hereby established for the current calendar year are as follows:

(Amended 9-6-05; 3-6-2006; 4-2-2007; 9-4-2007)  
(Amended 10-1-09; 10-01-2011;10-01-2012; 10-1-2013)  
(Amended 10-1-2014; 10-1-2015; 10-1-2016; 10-1-2017)

## **SEWER SERVICE**

### **MONTHLY SEWER RATES**

#### **Sewer I (Customers inside the City Limits of Robertsdale, connected to City water)**

\$16.00 Customer Charge; plus  
\$3.12 per 1,000 gallons of water consumption

#### **Sewer II (Customers outside the City Limits of Robertsdale, connected to City water)**

\$21.25 Customer Charge; plus  
\$3.98 per 1,000 gallons of water consumption

#### **Sewer III (Customers inside the City Limits of Robertsdale, not connected to City water)**

\$34.16 Customer Charge

#### **Sewer IV (Customers outside the City Limits of Robertsdale, not connected to City water)**

\$44.76 Customer Charge

### **MISCELLANEOUS SEWER CHARGES**

1. Connection Fees:

Inside City Limits	\$ 1,425.00
Outside City Limits	\$ 2,250.00

2. Trouble Calls:

Regular Hours	\$ 10.00
After Hours	\$ 35.00
Test Water Meter	\$ 10.00

## **SUMMARY OF MISCELLANEOUS WATER & SEWER CHARGES**

### **Water & Sewer Connection Fees**

#### **Residential Customer Charges (R-1, R-2, and R-3)**

The connection fees for residential applications will be assessed on the number of occupancy units being served by the City's water and/or sewer services. The rate level for such fees will be determined by the City's Building Inspector based upon the type of construction, detailing the number of occupancy units at the time the building permit is requested. Water and Sewer connection fees to be charged at the prevailing rate at the time the fees are paid by responsible party. Connection fees shall be paid at the time the building permit is issued on said construction, along with the building permit fee and all other applicable charges.

#### **Commercial and Industrial Customer Charges**

The connection fee for these services will be based upon the number of commodes in each unit of the business development. The rates for these fees will be governed by the prevailing rate status for the connection requested, and will be charged at the level of one (1) connection fee for every two commodes installed in the business unit. Additional connection fees will be charged for every two additional commodes in the business unit. A unit is the entity that is performing business in a said space and carries a City business license to conduct said business applications. If abnormal expenses should be incurred by the City to provide the requested services, the City Building Inspector will have the authority to request additional payments to cover construction charges before the building permit is issued. Connection fees shall be paid at the time the building permit is issued on said construction, along with the building permit fee and all other applicable charges.

(Adopted 6-19-95)  
(Amended 12-18-95)  
(Amended 4-7-97)  
(Amended 9-6-05)

**EXPANSION OF CITY UTILITIES**  
**COST REIMBURSEMENT POLICY**

**WATER/SEWER/GAS**

1. Any expansion of water, sewer, or gas services performed by the City of Robertsdale shall be subject to the following cost reimbursement:

A. Materials	100% of cost to City
B. Labor	100% of cost to City
C. Machinery	100% of standard rental rates
D. Engineering Fees	100% of fee
  
2. Materials shall be paid for by the property owner before ordering. The remaining items shall be paid in full prior to the City beginning the expansion project.
  
3. The City reserves the right to determine whether it will participate in any utility construction expansion project. If the City determines it will perform such a project, a time of completion will be set by the City. The City's completion date may be extended due to weather and/or availability of materials. The City shall not be held liable for any expenses that might be held by the consumer or contractor.
  
4. A developer can elect to have the expansion project performed by someone other than the City of Robertsdale. In this case, the work performed must meet the City's minimum standards for the particular services being expanded.
  
5. This adopted policy supersedes any previously adopted policy of the City of Robertsdale.
  
6. Any default of the developer can result in a lien being placed on the property in the development.
  
7. All materials installed by the City of Robertsdale through the reimbursement policy shall be purchased by the City of Robertsdale either through quotation or sealed bids.

**EXPANSION OF CITY UTILITIES**  
**COST REIMBURSEMENT POLICY**

**ELECTRIC SERVICE**

**AERIAL SERVICE CONSTRUCTION COSTS**

The initial pole, transformer, span of wire and service shall be free to the consumer. The consumer shall be charged the following rates for any additional poles and hardware.

Single-Phase	-	\$300.00 per pole
Two-Phase	-	400.00 per pole
Three-Phase	-	500.00 per pole

The developer of any new subdivision is responsible for the payment of \$200.00 per pole for aerial electric service plus the cost of each lift pole within that subdivision. All items shall be paid prior to construction.

**TRANSFORMER BANK CONSTRUCTION EXPENSE**

The developer and/or business shall be responsible for the actual total cost of all transformer banks, both two and three pot banks.

A. Materials	100% of cost to City
B. Labor	100% of cost to City
C. Machinery	100% of standard rental rates
D. Engineering Fees	100% of fee

**UNDERGROUND CABLE COSTS**

***Secondary Cable***

All secondary cable shall be installed in conduit. Before work is completed, all materials must be approved by the City Building Department. The customer will be responsible for the purchase and placement of the conduit for secondary services per their needs and must be approved by the city's building department before secondary conductor can be installed. The city will install all secondary conductors. This work will be completed in the customer-provided conduit. The charges for this service will be the cost of the secondary conductor plus 25% for labor cost. All charges for this service shall be paid in full to the city before final inspection approval is given to the customer on premises requesting said work.

***Primary Underground Cable***

A contractor or owner will compensate the City of Robertsdale at the rate of \$400.00 per lot or unit in said complex for City labor. The City will place all transformers and pull all conductors with owner provided and installed conduit. The City will procure all conductor and transformers with said owner reimbursing the City at 100% of actual material cost. All materials provided by the City shall be paid in full before said items are ordered.



(Amended 10-01-97)  
(Amended 09-06-05)  
(Amended 10-1-2010)

## **UTILITY SERVICE REQUEST PROCEDURE**

### **APPLICATION PROCESS - RESIDENTIAL SERVICE**

Each new subscriber for utility service(s) shall complete an application prior to obtaining utilities. The person(s) accepting responsibility for the account will fill out and sign an application at City Hall. Pertinent information such as date of birth, social security number, driver's license number, and references, must be obtained from the applicant.

Application can be made by:

- (1) Individual
- (2) Joint (Husband and Wife)
- (3) Individual or Joint with a co-signor

In such cases where it is impossible for one of the above to personally come to City Hall to sign for utilities, an application may be faxed for the appropriate information and signature. The signature must be notarized. On joint accounts where one spouse personally signs at City Hall, and the other spouse is unavailable, the account will be designated as an individual account until the other signature is received at City Hall.

In the case of a co-signor, the co-signor must personally sign at City Hall. Faxed signatures will not be accepted in this case. The co-signor must be a current utility customer with the City of Robertsedale for at least twelve (12) months, with satisfactory credit.

### **APPLICATION PROCESS - COMMERCIAL/INDUSTRIAL SERVICE**

Pertinent information relative to the business or industry must be obtained for completion of the application for utility service(s). The signature of the appropriate person(s) within the organization must sign the application. Those accounts whose distance from the area would prohibit them from making the application in person, an application may be faxed for the appropriate signature(s). In this case, the signatures must be notarized.

Actual connection of utility service(s) however, will not be made until the appropriate deposit is received.

### **TRANSFER SERVICE**

Service(s) requested by a current customer to be transferred from their present location to another location within the City's service area must meet the following requirements: pay a transfer fee of \$30.00; pay their current utility account in full; pay the difference, if any, in the deposit amount they have on file with the city and the currently required deposit amounts. Once the final bill is calculated on the existing account, the amount owed will be applied to the new account.

### **UTILITY DEPOSIT INFORMATION AND MISCELLANEOUS REQUIREMENTS**

Service(s) cannot be connected without the payment of the appropriate deposit(s).

The deposit will be reduced by 50% for all residential individual and joint accounts, if the subscriber furnishes the City with a satisfactory letter of credit from another utility company covering a continuous period of twelve (12) months.

On all individual and joint accounts with a co-signor, the deposit may also be reduced by 50% provided the co-signor has satisfactory credit with the City of Robertsdale, and has a current account.

For all senior citizens, over 55 years of age, the meter deposit will be reduced by 75%, provided the subscriber has satisfactory credit from another utility company, or their co-signor has satisfactory credit with the City of Robertsdale.

If the person(s) requesting service has an uncollected utility bill from past service with the City, the uncollected bill must be paid in full by the subscriber(s) before service(s) can be connected.

In addition to the payment of deposit(s), and all other applicable charges, a \$30.00, non-refundable administrative fee will be charged for each request for a meter to be set. This fee is charged for the purpose of recovering personnel and other

administrative costs of office and field time involved in setting the meter(s), and establishing the account for billing purposes. This fee is applicable on all meter sets, including any set for a current customer which requires the establishment of a new account that will produce a customer bill. The administrative fee is not charged on replacement of existing meters.

### **METER SETS**

Upon the appropriate fees being paid and application information and signatures completed, the utility clerk will prepare a work order to set the services requested. Work orders prepared after 1:00 p.m. will be set the following working day.

No meters will be set on week-ends, except those reconnected due to non-payment, only after all delinquencies and applicable fees have been paid. All new customer sets must be handled during regular working hours through City Hall.

### **METER DISCONNECTION/FINAL**

Utility customers requesting their services, or a portion of their services, be disconnected, must sign a form available at City Hall. If the utility customer is not able to sign the form at City Hall, the form may be faxed for signature which must be notarized. Upon receipt of the signed form authorizing services to be discontinued, a work order will be prepared for completion by the utility department no later than the next business day.

The final bill will be mailed to the forwarding address provided by the customer. Any deposits on file will be applied to the final bill. If there is a remaining balance, a refund check will be mailed to the forwarding address.

(Amended 10-01-97)  
(Amended 09-06-05)  
(Amended 4-2-07)  
(Amended 9-2-08)  
(Amended 3-1-10)  
(Amended 10-1-2010)  
(Amended 10-1-2011)

## **UTILITY BILLING**

Utility bills are mailed by the last business day of the month and are due by the 15th of each month. Should you not receive your bill near the first of each month, please call the Utility Billing Department at 947-8904 as we cannot be responsible for delays in mailing or lost mail. All utility services provided by the City of Robertsedale will be included in a single utility bill (electric, natural gas, water, sewer, garbage).

### **UTILITY PAYMENT METHODS**

To ensure proper credit, please use the return portion of your bill and record your account number on the check.

**AUTOMATIC BANK DRAFT:** Payment of your utility bill may be set up to automatically draft from your checking account. Payment drafts occur on the 10<sup>th</sup> of each month. Customers who elect the bank draft payment option will receive a one-time account credit in the amount of \$30.00. Customers participating in bank draft will continue to receive monthly statements indicating the amount and the draft date.

**PAYMENT DROP BOX:** Payment by check or money order may be placed in the drop box at located at Robertsedale City Hall, 22647 Racine Street. Payments placed in the drop box will be credited to your account the next business day. To ensure proper credit, please use the return portion of your bill and record your account number on the check or money order. **DO NOT** use the drop box for **CASH** payments.

**PAYMENT BY MAIL:** Please mail payments to City of Robertsedale, P.O. Box 429, Robertsedale, Alabama 36567. To avoid a late fee, payments must be **RECEIVED** by the 15<sup>th</sup>. To ensure proper credit, please use the return portion of your bill and record your account number on the check or money order. **DO NOT** mail **CASH** payments.

**PAYMENTS IN PERSON:** Payments may be made at City Hall, Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m. If you require a receipt, please bring the return portion of your bill so that it may be stamped "PAID".

**PAYMENT BY DEBIT/CREDIT CARD:** Payment may be made in the utility office using Mastercard, Visa and debit cards with proper identification.

**PAYMENTS ONLINE:** Payment may be made electronically by going to [www.robertsdale.org](http://www.robertsdale.org), selecting "Pay Utility Bill", and entering the requested information. The same deadlines and associated late fees apply for on-line payments as for payments made in the office.

### **PAST DUE BILLS**

All bills paid after the 15th will be assessed a late charge of \$10.00 or 2.5%, whichever is greater. Delinquent customers have through the 25th of each month to pay their account before services are scheduled for disconnection.

If full payment is not received by the close of business on the 25th, a nonpayment fee of \$50.00 will be charged. The unpaid utility balance must be paid in full to insure uninterrupted service.

If reconnection is requested after business hours of the utility department (4:00 p.m.), the customer will be charged \$35.00 in addition to all other applicable fees and delinquencies.

Checks will not be accepted on a disconnected account for the purpose of reconnection.

Late Fee (payment received after the 15<sup>th</sup>) - \$10.00 or 2.5%

Nonpayment fee during regular office hours - \$50.00 (in addition to late fee)

Nonpayment fee after regular office hours - \$85.00 (in addition to late fee)

### **PAYMENT ARRANGEMENTS**

Arrangements for delinquent utility payments will be granted in emergency situations only and at the discretion of the City's Utility Billing Department based on customer payment history. Such

arrangements are limited to extension of payment of the uncollected balance no longer than 10 working days past the cut-off date.

### **COLLECTION OF RETURNED CHECKS**

Upon receipt of a returned check, the City will attempt to contact the customer utilizing the information printed on the check and the contact information provided by the customer when the account was established.

A check returned to the City for any reason, other than bank error, will be charged a \$30.00 service charge.

The returned check and service charge must be paid in full with cash, credit/debit card, or money order within 2 business days or the customers' utility service will be subject to disconnection.

In the event the City receives 3 returned checks for a utility account, the City will not accept checks as payment for that account for a period of one (1) year, beginning on the date of the third returned check.

### **COLLECTION OF DELINQUENT ACCOUNTS**

All utility accounts receivables of the City of Robertsedale not collected after 30 days will be submitted to a third party collection service.

### **CONTACT INFORMATION**

To establish utility service, please visit City Hall at 22647 Racine Street, Robertsedale.

To report a problem or outage, call 251-947-8950 M-F 7:00 a.m. – 4:00 p.m. or 251-947-2222 after hours.

For Billing Inquiries, call 251-947-8905.