

TOWN OF SNEADS UTILITY POLICIES

THE TOWN OF SNEADS CITY HALL IS LOCATED AT 2028 THIRD AVE (ACROSS FROM THE POLICE DEPT.). MAILING ADDRESS IS P.O. DRAWER 159 SNEADS, FL 32460. OFFICE HOURS ARE 7:00 A.M. TO 4:00 P.M., MONDAY THROUGH FRIDAY.

* USEFUL TELEPHONE NUMBERS *

EMERGENCIES = 911
POLICE DEPT. = 593-6403
CITY HALL = 593-6636
CITY HALL FAX = 593-5079

MAINTENANCE SHOP = 593-6081
TREATMENT PLANT = 593-5333
WFEC (ELECTRIC) = 593-6491

* UTILITY FEES *

METER DEPOSIT - \$300/ \$400-Cash Only WATER TAP - \$500/600 SEWER TAP - \$1000/1200& up
SEWER LOCATE - \$250 TRANSFER FEE - \$50.00
LATE FEE (AFTER 15TH) - \$10 PENALTY FEE (AFTER 20TH) - \$25
RECONNECT FEE NON-PAY- (CUTOFF) \$20
AFTER HOURS CALL OUT FEE/ EMERGENCY ONLY- (At Managers/ City Clerks discretion) - \$50.00
RETURN CHECK/ CREDIT CARD/ACH FEE - \$35.00

* ESTABLISHING SERVICE *

THE TOWN OF SNEADS SUPPLIES WATER, SEWER, GARBAGE, ANIMAL CONTROL AND FIRE PROTECTION SERVICES. CUSTOMERS ARE REQUIRED TO FILL OUT AN APPLICATION AND PAY METER DEPOSIT AT CITY HALL. PROOF OF OWNERSHIP OF PROPERTY OR AUTHORIZATION/ LEASE AGREEMENT FROM PROPERTY OWNER IS REQUIRED IN WRITING BEFORE SERVICES ARE TURNED ON. SERVICE WILL BE TURNED ON THE SAME DAY IF PRPOERTY MEETS ALL CODES AND STANDARDS, PAPERWORK & FEES ARE PAID BY 3:00 P.M. ALL WORKORDERS DONE AFTER 3:00 P.M. WILL BE DONE NEXT WORKDAY. **SOMEONE NEEDS TO BE PRESENT WHEN SERVICES ARE TURNED ON.**

* BILLING INFORMATION *

WATER METERS ARE READ THE 10TH – 15TH OF EACH MONTH. BILLS ARE MAILED ON THE LAST WORKING DAY OF EACH MONTH FOR THE PREVIOUS MONTH USAGE. BILLS ARE DUE UPON RECEIPT. CUSTOMERS NOT RECEIVING BILL BY THE 5TH OF THE MONTH SHOULD CALL CITY HALL FOR AMOUNT. QUESTIONS OR PROBLEMS ABOUT THE BILL SHOULD BE MANAGED THROUGH CITY HALL, ASAP. DO NOT WAIT UNTIL CUT OFF DAY.

TRASH PICKUP

ONE 96 GALLON TRASH CAN IS PROVIDED AND TRASH IS PICKED UP ONCE A WEEK. **ALL TRASH MUST BE IN BAGS & IN CAN!!!** ALL RESIDENTIAL TRASH IS PICKED UP ON **FRIDAY**. IF YOU NEED ANOTHER CAN, YOU CAN GET ONE FOR AN ADDITIONAL CHARGE. ALL TRASH MUST BE INSIDE OF THE CANS, IF WE SEE YOU NEED AN ADDITIONAL CAN, WE WILL REQUIRE YOU TO GET ONE FOR AN ADDITIONAL CHARGE. TWICE A YEAR WE TRY TO HAVE "AMNESTY DAYS," WERE YOU CAN BRING OLD JUNK & ECT TO OUR DUMPSITE.

* PAYMENTS *

BILL IS DUE UPON RECEIPT. IF PAID AFTER THE 15TH OF THE MONTH A LATE FEE OF **\$10** OF THE BILL AMOUNT IS ADDED. AN ADDITIONAL **\$25** PENALTY FEE IS ADDED IF PAID AFTER THE 20TH. FOR CUSTOMERS CONVENIENCE A DROP BOX IS AVAILABLE FOR AFTER HOUR PAYMENTS, IN FRONT OF CITY HALL'S SOUTH PARKING LOT or PAY ONLINE @ WWW.SNEADSFL.COM

* CUT-OFF FOR NON-PAYMENT *

ACCOUNTS NOT PAID IN FULL BY THE 20TH OF THE MONTH WILL BE CUT OFF THE NEXT DAY WITHOUT NOTICE, AND CHARGED A **\$20** RECONNECT NON-PAY FEE. **ALL FEES; LATE AND PENALTY, RECONNECT FEE PLUS THE BILL AMOUNT MUST BE PAID BEFORE SERVICES WILL BE TURNED BACK ON. No notices will be given before services are disconnected!**

* DISCONTINUED SERVICES *

THE CUSTOMER WHO'S NAME THE ACCOUNT IS IN, MUST REQUEST TO DISCONTINUE SERVICE AND PROVIDE US WITH A FORWARDING ADDRESS. DEPOSITS ARE APPLIED AGAINST THE FINAL BILL. AFTER DEPOSIT IS APPLIED ALLOW 30 DAYS FOR YOUR REFUND OR FINAL BILL AMOUNT DUE.

* TRANSFER OF SERVICES/ACCOUNT *

THE FEE FOR TRANSFER OF SERVICES OR TRANSFER OF ACCOUNT IS **\$50**. THIS FEE WILL BE ADDED ONTO THE NEXT BILL. A CUSTOMER CAN ONLY TRANSFER ACCOUNT TO SOMEONE ELSE IF THEY ARE WILLING TO FORFEIT THEIR DEPOSIT AMOUNT AND THAT PERSON IS ON THE RENTAL AGREEMENT OR THEY OWN THE PROPERTY. OTHERWISE, THE ACCOUNT WILL BE DISCONTINUED SERVICES AND THE NEW CUSTOMER MUST PAY A DEPOSIT. IN BOTH CASES A NEW APPLICATION FORM NEEDS TO BE FILLED OUT.

* RETURN CHECK/CREDIT CARD/ACH POLICY *

RETURN CHECK/CREDIT CARD/ACH FEES ARE THE FACE VALUE OF THE CHECK, CARD, OR ACH PLUS AN ADDITIONAL **\$35**. NOTIFICATION IS SENT TO CUSTOMERS WHEN WE GET A RETURN STATING TIME IN WHICH FEES MUST BE PAID OR SERVICE WILL BE CUT OFF. THE TOWN ONLY GIVES YOU UNTIL THE NEXT DAY TO PAY, BEING WE BILL A MONTH BEHIND. THE TOWN RESERVES THE RIGHT TO REFUSE PAYMENT WITH PERSONAL CHECKS, CREDIT CARDS OR ACH PAYMENTS, FROM CUSTOMERS WHO HAVE HAD 1 OR MORE RETURN.

"In accordance with the Federal law and US Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, religion, age, disability, familial status, sexual orientation, and reprisal. (Not all prohibited bases apply to all programs)."

To file a complaint of discrimination, call (866)632-9992, (800)877-8339, (800)845-6136(Spanish) or write:

UDSA, Director, Office of Civil Rights
1400 Independence Ave, SW
Washington, DC 20250-9410