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| Title of Policy: | **Billing and Payment Policy** | **Pg 1-3** |
| Section #: | Section 5 |  |
| Approval Date: | **February 9, 2021** |  |
| Revision Date: |  | Policy 5.1 |

**POLICY STATEMENT**

1. Kingston Water Department (KWD) bills will be rendered monthly.
2. KWD bills shall include a “net” amount with a payment due date, after which date the “gross” amount shall apply.
3. Should the due date for payment of a bill fall on a weekend or a holiday (KWD is closed), the bill’s net amount will be accepted on the following business day for the following:
4. USPS Mail received at 900 Waterford Place, Kingston, TN 37763
5. Drop Box located at City Hall Entrance-8:00 am daily cutoff time

Should the due date for payment of a bill fall on a weekend or a holiday (KWD is closed), the bill’s net amount will be due the business day before the due date for the following:

1. In person will be give the due date only during office hours when KWD’s office is open
2. Banks that receive payments

Should the due date for payment of a bill fall on a weekend or a holiday (KWD is closed), the bill’s net amount will be given the due date only for the following:

1. IVR and Online Credit Card given due date by midnight EST, after midnight EST. time the gross amount will be due.
2. When a customer does not pay a bill by the final payment date for the gross amount of the bill, service shall be discontinued in accordance with KWD’s Discontinuance of Service Policy.
3. KWD bills are recognized as a routine bill owed by the customer. The customer’s failure to receive a bill does not change in any way the customer’s obligation to pay the amount due in a timely manner.
4. The following bill payment method/locations are acceptable:
5. Mail-payment will be posted on date received by KWD
6. Drop box-payment posted on business day that box is opened
7. Other designated areas (bank, online payments through kingstontn.gov website)-posted on day accepted at designated area
8. When a customer receives their bill and considers the bill to be incorrect, the customer may request a review of the bill. To request a review, the customer must contact any clerical employee of KWD in person or by email within five days before the scheduled cut-off/disconnect date.

The customer may request that the disputed bill be reviewed by the governing board of KWD by serving written notice to KWD manager of the customer’s desire to appear before the board.

As with other complaints, if after written notice and meeting with the governing board, the customer feels that the utility is violating its policies regarding the incident, the customer may file a written complaint with Tennessee Public Utility Commission.

1. Any check that fails to clear the bank shall be treated as non-payment. If the check is returned because of insufficient funds or any other reason that is the fault of the customer, the date of payment will be deemed to be the date of good and proper payment. If that date falls after the “net” amount date, the customer bill is subject to gross amount charges and check return charges. See “Customer Fees, Rates, and Charges Policy” for more information.
2. In the event any customer fails to pay any utility fee or charge, the customer shall pay all costs of collection including court costs and reasonable attorney’s fees incurred by KWD in collecting such sums.
3. Each customer must give a minimum of twenty-four (24) hours’ notice to the utility of service termination.
4. Procedure for customer notification of discontinuance of service:
5. In person: customer must present acceptable identification
6. Mail, Email or Fax: customer must include address, account number, and one other form of positive account identification
7. All customers shall pay sales tax (City, county, State, or Federal). On all applicable services. Any customers requesting reduction or exemption must submit a tax exemption form from the State of Tennessee. Tax exemption or reduction will not apply until the form is in KWD’s office. KWD will not refund any sales tax to the customer that has been paid, unless it is KWD’s error.