

FREQUENTLY ASKED QUESTIONS ABOUT UTILITY SERVICES

1. **What services are provided by the City of Mascotte?**

A: Water, Storm Water, Sewer in some areas, Garbage and Recycling removal.

2. **How can I set up services to my home?**

A: To sign up for new services, please have the following forms and documentation delivered to City Hall, once Closing Documentation or lease agreement has been signed.

- A photocopy of the driver's license or valid picture ID for all customers to be listed on the account.
- A copy of the Special Warranty Deed, Closing Disclosure Statement, Final Settlement Statement, or rental/lease agreement for the service location.
- A completed Utility Service Form (available on our website or in office)
- Cash, check, money order, or debit/credit (3% or \$2.00 minimum convenience fee) in the amount of \$185.00 (\$150.00 refundable deposit, \$35.00 connection fee)
- Renter: \$50.00 Change of Occupancy Inspection required-once the inspection has passed, water service can be established.
 - Request for Residential Change of Occupancy Form

3. **How can I disconnection services?**

A: Provide City Hall with a copy of valid photo ID of the account holder and a Utility Service Request form (available in office or online) via Fax, in person, or email customer.service@cityofmascotte.com .

4. **When are payments due for service?**

A: Utility services are billed monthly. Payments are due on the **1st of the month** and are considered late after the 10th. A 10% penalty will be applied on the 11th. The account is subject to disconnection anytime thereafter, if the balance is not paid in full. Note: all fees and service charges are adopted by City Council.

5. **What are my payment options?**

A: The city accepts cash, checks, money orders and debit/credit cards (Visa, MasterCard, Discover Card, and American Express. There is a 3% or \$2.00 minimum convenience fee for all cards). City Hall conveniently has a payment drop-box located in the front of the office for customers to utilize afterhours if needed. (No cash in Drop Box please.)

6. **Can I use one check to pay multiple accounts?**

A: Multiple accounts can be written on one check. Please write each account number(s) on the check.

7. **My water was turned off for non-payment. How do I get my water reconnected?**

A: The utility billing period covers an approximate 30-day period. Bills are mailed between the 13th-20th of each month, depicting the prior month's usage. Bills are due on the 1st of each month, are considered late after the 10th, and are subject to disconnection anytime thereafter. For any balance that is unpaid as of the 11th of the month, a 10% late fee will be assessed. If the balance due is not paid in full by the date of disconnection, and the account is placed on the disconnection list, a \$35.00 disconnection charge will be assessed, and the water service will be disconnected. Payment prior to physical disconnection will **not** waive the \$35.00 disconnection fee. An additional \$65.00 service charge will be assessed for a water reconnection that is provided between the hours of 5:30pm and 9:00pm on normal business days and on all days the City is not open for business (weekends and holidays). For water service to be reconnected after normal business hours, the resident is required to pay all outstanding account balances, plus the applicable service charge to the service worker at the time of service. Cash, check, or money orders only will be accepted at this time.

8. **When are garbage and recycling collected?**

A: Garbage is collected in an approved container twice a week. If you are located north of Hwy 50, east of Elizabeth Ave, your trash will be picked up Tuesday and Friday. If you are located north of Hwy 50, west of Elizabeth Ave, and south of Hwy 50, your trash will be picked up on Monday and Thursday. Recycling is collected every Wednesday. Bulk trash is picked up upon request. **Contact GFL at 1(800) 535-9533.**

9. **How do I know if I have a leak?**

A: First, make sure no water is running in or around the property. Do not shut-off the valves on any pipes. Next, look at the water meter. If there is a leak, you will see a leak indicator that looks like a faucet. If the leak indicator is flashing, an intermittent leak is indicated. If the leak indicator is continuously on, a continuous leak is indicated. If you are still unsure, please contact City Hall for assistance.

10. **If I have a water leak, who is responsible for the related consumption charge?**

A: Once water flows through the meter, the consumption charge is the responsibility of the customer. The City will verify that the metering equipment is accurately recording usage; however, the City is not responsible for what happens to the water after it goes through the meter. Excessive consumption due to leaks or other accidental or intentional usage will be billed. Please know the City of Mascotte does **not** do adjustments for leaks.

If you have any other questions or need further assistance, please contact Customer Service at the Mascotte City Hall at 352-429-3341.