



Welcome to Anderson City Utilities - What every customer needs to know about Utility Services - FAQ Sheet for New Customers

Anderson City Utilities is pleased to have the opportunity to serve your electric power, water and waste management needs. We have prepared this information based on the most frequently asked questions regarding our utility operations. Since your service has started today, we hope you find this information helpful now and in the future.

You may monitor your account or pay your bill, by going to *this link*:

<https://cityofanderson.munisselfservice.com/citizens/UtilityBilling/Default.aspx>

The Utility Office hours of operation are **Mon-Fri 8:00am – 5:00pm**; we can be reached at **(765) 648-6187** with the following menu options.

- **Option 1 - Credit**
- **Option 2 - Customer Service**
- **Option 3 - Billing**
- **Option 4 - Report a Power Outage**
- **Option 5 - Requirements for new or transferring services**
- **Option 0 - Operator**

For our **in-house collections agent**, call **(765) 648-6214**.

If all representatives are busy, then please leave a detailed message with a contact phone number, nature of your call and the relevant service address. This is necessary for allowing us to take care of your needs in a timely manner due to our high volume of calls and walk-in customers.

You can also contact the Utility Office **online** by going to <http://www.cityofanderson.com/government-department.aspx?id=9> or by emailing custserv@cityofanderson.com.

Our **24/7 Trouble Line** is available to assist you with any problems you may encounter day or night.

- **(765) 648-6484 (Electric issues)**
- **(765) 648-6444 (Water issues)**

Avoiding Disconnection:

- ✚ The best way to avoid disruption of service is to contact our Credit Department immediately when you are unable to pay your bill on the due date so we can work with you.
- ✚ Any customer that appears on our disconnection list must pay a service fee, regardless if their services have been cut or not.

Payment Arrangement - If at any time you have an issue with payment, then you can contact our credit department before you go into disconnection and work out a reasonable payment plan to prevent disruption of service.

- ✚ If you are on a payment plan, then you must make your plan payment and pay your current bill on time or the plan will be broken. A broken payment arrangement results in disconnection without notice and disqualification from a new plan for a period of 12 months.
- ✚ You may not have a payment plan for the purpose of acquiring new service or transferring services.
- ✚ Any debt that is currently in Collections with any of our outside Collection Agencies must be paid in full through the agency for a customer to qualify for services.

Budget Plans and Assistance – A **Budget Plan** is available through our office.

- ✚ You must have a 12 month service history to apply.
- ✚ You may apply though the months of June and July annually.
- ✚ Your budget payment must be made each month in full and on time or your budget plan will be cancelled.

Assistance with your bill may be achieved by calling the following:

- ✚ **EAP** – Energy Assistance Program – **642-4981 Extension 233**
- ✚ **LifeStream 211** – United Way’s access to multiple agencies that assist with a multitude of needs is reached by dialing “**211**” or by calling **(800) 589-1121**.

Trash Services: Trash Services are managed through our Solid Waste Coordinator and Best Way Disposal of Anderson.

- ✚ After you are set up for Trash Services, if you don’t have trash carts, an adequate size cart or you find the carts to be in poor condition at your service address, then you will need to

contact **Best Way at (765) 649-7272** to have the equipment delivered. Any equipment needs (repair, additional carts, etc.) should be handled through Best Way.

+ If you wish to request an adjustment on your service, have a service issue, or wish to apply for a senior or disability discount, then please contact our **Solid Waste Coordinator at (765) 648-6213**.

+ ***All trash equipment is property of Best Way Disposal and is assigned by serial number to your service location. If you move from that location, then the equipment must stay at the location you are moving from. If it is not left, then you will have a **\$65.00 replacement fee per cart** added to your final bill.***

Anderson City Utilities welcomes the opportunity to provide your utility needs and looks forward to serving you. Thank you!