



The City of Troy Utilities Department

Account No. _____

The City of Troy Utilities Billing Department provides customer service to City of Troy residents and businesses concerning electricity, water, and sewer services. The office is located in Troy City Hall at 301 Charles W. Meeks Ave, telephone 334.566.0177, fax 334.808.7404, email customerservice@troyal.gov.

Hours: Office hours are 8:00 a.m. – 5:00 p.m., Monday through Friday (except for City Holidays). There is a night drop for after-hours use; payments placed in the night drop will be posted to account on the following business day. *No cash please. The City of Troy is not responsible for cash placed in the night drop.*

Starting Services: Proper identification, a deposit (refundable), account setup fee (non-refundable), and a lease (if renting), a deed, or other sufficient proof of ownership are required to start City utility services. The City of Troy requires that all customers pay a deposit on each account they establish. This deposit is held until the account is closed. The deposit may be waived with a favorable credit report rating obtained by the City of Troy. Social security number is required to run the credit check. A deposit is not required for prepaid service.

Billing Dates and Late Fees: All utility bills are mailed around the 25th of each month to the address listed on the account. Customers also have the option to receive their bills through email. Utility bills are due on the first of each month and are delinquent after 5:00 p.m. on the 10th. Failure to receive a bill is not considered an acceptable reason to avoid penalties or fees. A fee of \$7.00 for active electric service, \$3.00 for active water, and \$3.00 for active sewer, or 5% of each service, whichever is greater shall be charged on all accounts not paid by 5:00 p.m. on or before the delinquent date shown on the bill.

Delinquent Accounts: To avoid disruption of service, prompt payment of the bill is required. The City **DOES NOT** grant payment extensions. If an account is not paid in full by 5:00 p.m. on the 10th, a delinquent fee will be charged. An additional \$30.00 nonpayment fee will be assessed on all accounts not paid by 5:00 p.m. on the 20th of each month. The nonpayment fee is independent of delinquent fees. *Prior to restoration of service, all charges owed must be paid.*

Payment Options: The City of Troy offers customers the convenience of several payment options:

In person at City Hall (Visa, MasterCard, American Express, Discover, cash, check, or money order) - there is also a drive thru and a drop box; **Kiosk** located in the outside lane of the drive thru. The kiosk accepts cash, check, and card payments; **Mail** payment to P.O. Box 549 Troy, AL 36081; **Automatic bank draft** – payment will be automatically deducted from your checking account each month on the 10th. If the 10th falls on a weekend, payment will be drafted on the next business day; **On-line** payment via the City's web site www.troyal.gov and clicking on Online Payments under Quick Links; **Telephone** payment using a credit card (Visa, MasterCard, or American Express) by contacting the office, dialing 311, or by calling 1-866-236-8031 and using our automated telephone system; and **Text to Pay** – enroll by calling 1-866-236-8031 and selecting option 4.

Transferring Service: Customers that currently have utilities with the City of Troy that need to transfer service to a new address within the City will need to complete the Utilities Transfer Form. The same documentation required to establish new service must be provided. **The account MUST HAVE a zero balance in order to transfer.** There is a \$20.00 transfer fee for all service transfers, and customers may be required to pay an additional deposit if there are additional utility services at the new address. The transfer form may be completed in person at our office, online (www.troyal.gov – Departments – Utilities – Online Utilities Transfer Form), or submitted via fax or email by completing the PDF form.

Terminating Service: To terminate service, please notify our office either in writing or over the web. At that time, it will be necessary to provide a copy of a government issued photo ID and a forwarding address to which your final bill and possible refund of deposits are to be mailed. A disconnect request form can be completed in the office or online through the City's website (www.troyal.gov – Departments – Utilities – Online Disconnect Form). Customers may also download the PDF form and send it by fax, email, or mail. **Disconnection requests are not accepted over the phone.**

Garbage Services: Once a week, on the designated collection day for your neighborhood, the City collects household garbage, yard waste, and recycling from residences. Containers should be placed at the curbside no later than 7:00 a.m. and be removed no later than 7:00 p.m. on the same day. Please contact Environmental Services to find out your neighborhood's scheduled pick-up day of the week. You may also access this information online via the City's website www.troyal.gov – Departments – Environmental Services – Garbage Schedule. You can find other useful information, such as information about Troy's District Cleanup on the website as well. If you have any questions about your garbage service or recycling, please contact Environmental Services via telephone 334.566.0177, fax 334.670.6020, or email environmentalservices@troyal.gov.

The City of Troy is committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect.