

Utility Grant Program

The Utility Grant Program was established in 2004 by the Dayton City Council. Funds are accumulated by the “rounding up” of utility bills. Funds are disbursed by the Utility Grant Program Board of Directors during public meetings held every 2 months. The most any account will be charged is \$.99 a month or \$11.88 in a 12 month period. These funds are not used to pay utility bills. Applications can be picked up here or on our website www.daytontn.net. Applicants must be non-profit organizations or governmental organizations designed to provide relief to the poor or underprivileged. For any additional information please call 423-775-1818.

Warm Neighbors

Customers have the option to sign up for a \$1 donation on their utility bill. This fund is for those in need of help on their utility bills. This fund is handled through We Care.

Night Drop

We do have a night drop for after hours drop off. It is located on the wall in the drive thru at the rear of the building.

Budget Billing

Budget Billing runs from September to September each year. You must have been at current residence for at least 1 year. Please come in to the office to sign up.

Deposit Refunds

Deposits are applied as a credit to your account after two (2) years if your account is in good standing. If you move out of our service area before two (2) years of service, you may pick up your deposit refund after paying your final bill.

Ebilling

To request receiving an emailed version of your utility bill each month:

- Email utilities@daytontn.net
- State in the email that you wish to begin receiving an electronic copy of your bill.
- Upon receipt of this email, you will receive a reply requesting account verification.

Bill Date on a Holiday or Weekend? If your bill date falls on a weekend or a holiday that the billing department is closed, you have the next business day to pay your bill. ****This does not apply to holidays that we are open for business.****

Can I turn my utilities on or off over the phone No. A signed written request must be submitted to our office. Please include Name, Address, Phone Number and Date action to be taken on your request. This can be completed in person, via fax, or via email at cdavis@daytontn.net.

Can I pay my bill over the phone with debit or credit card? Yes, to make a payment, please call 1-855-985-1139 or visit www.daytontn.net. Fees apply.

Questions about Sanitation services, please call City Hall (423) 775-1818.

When will service be connected? In most cases the same day if signed up by 1:00 P.M.

Billing Routes

The date your bill is due depends on the billing route you live in. To determine your billing date you may use the first three (3) numbers of your customer account number in the chart. Also included in the chart is the

approximate date of the month that your meter is read. This is not a definite time period, this reading date can be affected by holidays, weekends, etc.

- ~Bill due dates are always printed on the bill.
- ~Meters can be shut off 8 days after the due date if your bill has not been paid in full. You must make arrangements before your shut off date to ensure continuation of service.

<u>First 3 numbers of account</u>	<u>Approximate date meter is read</u>	<u>Date of the month your bill is due</u>
002	1-5	25 th
004	1-5	25 th
006	1-5	25 th
008	5-10	30 th
010	5-10	30 th
012	5-10	30 th
014	5-10	30 th
016	10-15	5 th
018	10-15	5 th
020	15-20	10 th
022	15-20	10 th
024	15-20	10 th
026	15-20	10 th
028	20-25	15 th
030	20-25	15 th
032	20-25	15 th
060	20-25	15 th
034	25-30	20 th
036	25-30	20 th
038	25-30	20 th
040	25-30	20 th
042	25-30	20 th
100	25-30	20 th

Bank Draft

The Bank Draft form is listed below and online at www.daytontn.net. Please fill out the form and return it and a voided check to the Billing Office.

AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS (ACH DEBITS)

I authorize the **City of Dayton Utilities** and the financial institution named below to initiate debit entries to my checking/savings, and, if necessary initiate adjustments for any transactions debited in error. This authority will remain in effect until I notify you in writing to cancel it in such time as to afford the financial institution a reasonable opportunity to act on it. I can stop payment of any entry by notifying my financial institution 3 days before my account is charged. I can have the amount of an erroneous charge immediately credited to my account up to 15 days following issuance of my financial institution statement or 60 days after posting, whichever occurs first.

(Name of Financial Institution)

(Address of Financial Institution)

(Signature)

(Date)

(Name – Please Print)

continued on back...

(Address – Please Print)

Checking Account No.

(and/or) Savings Account No.

Financial Institution Routing Number

(between these symbols : : on the bottom of your check)

Note: In the case of revoked authorization, all written authorizations must be revoked only by notifying the originator in writing no later than 15 days before the next transaction effective date.

CUSTOMER ACCOUNTS

Keeping Your Pet Safe

Every day our meter readers and service technicians enter customer’s yards to read water and electric meters or pump septic tanks, as well as to perform maintenance. This routine part of their job can become dangerous when pet owners leave their dogs loose. Even the most friendly dog can become aggressive when protecting their owners and their home. That is why City of Dayton requests that you securely confine your dog in an area that safely separates your pet from our employees on meter reading days and during service calls to your home. Please provide us with a safe path to the water and electric meters and septic tank and do not secure your dog to the meter or in the meter or septic tank area. Please contact our office with any concerns you may have or to provide our office with information regarding your pet.

Meter Access

Our meter readers read you water and electric meters every month. However, in order to read your meter, they must first be able to get to it. Dogs, locked gates, overgrown shrubs, and other obstacles can keep our meter readers from reading your meter. Please remove bushes, plants, and shrubs so the meter can be visually inspected and properly maintained for safe operation. If you have a security measure in force, such as a locked gate, you will need to make the necessary arrangements with the City of Dayton so that the Superintendent, or his designee, will be permitted to enter without delay for the purposes of performing specific responsibilities. Do not build a deck over your meter or any other type of structure. Please work with us to create a safe and accessible environment for everyone.

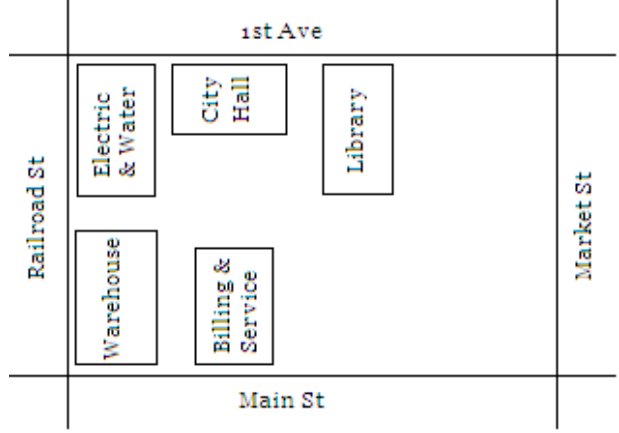
Identifying City of Dayton Personnel

City of Dayton Utilities personnel carry department issued I.D. badges, which can be shown upon request. You should never let anyone enter you home/property without official City of Dayton identification. Our service trucks have decals on the doors with the City seal and department. City of Dayton Utilities employees in the field are not authorized to accept payments, and should never ask for payment or any type of gratuity.

Move Over Law

The next time you see a utility department vehicle working on the side of the road – slow down and give it room. Our workers will appreciate your effort and Tennessee law requires it. Tennessee’s Move Over Law was expanded in 2011 to include utility vehicles. Motorist approaching a utility vehicle with flashing lights are required to move over (if it is safe to do so) or reduce speed. For the safety of our personnel, please follow these simple rules: slow down in construction areas, change lanes or move over when possible, watch for workers, and follow the instructions on the posted construction signs.

Map of City Buildings:



General Information

City of Dayton Electric & Water



Customer Information for Electric and Water Bills

Utility Accounts Billing Dept.
Sue Ann Levi, Head Clerk

(423) 775-8417
Fax: (423) 775-8435
utilities@daytontn.net

Customer Service Dept.
Curtis Davis

Teresa Solomon
(423) 775-8416
utilities@daytontn.net