

## SandyNet Customer Payment Policy

The following sets forth the policies and practices for SandyNet customer billing:

- I. **Arrears Billing.** SandyNet customers will be billed one month in arrears for all monthly recurring charges.
- II. **Non-Recurring Charges.** Billing for one-time (such as installation) charges and on-recurring charges (such as directory assistance or international long distance) will be billed on the customer's next bill, as they are incurred.
- III. **First Bill.** At the time of ordering service, the customer will be responsible for paying a prorated amount for the remainder of the current billing cycle, and any applicable one-time charges.
- IV. **Prorates.** The billing of recurring charges for any partial months of service will be prorated based on the customer of days service received for the month.
- V. **Billing Statements.** SandyNet billing statements will be emailed to those who have signed up for paperless billing. Printed billing statement will be mailed to those by default.
- VI. **Methods of Payment.** Payment may be made in the following ways and the listed forms:
  - A. **Auto-Payment:** Credit Card or ACH
  - B. **Online:** Credit Card
  - C. **Phone:** Credit Card
  - D. **Mail:** Check
  - E. **In-Person:** Credit Card or Check or Cash
  - F. **Drop Box:** Check
- VII. The billing cycle for services is the 15th to the 15th. Bills are sent out by the 25th and due the 5th of the following month.
- VIII. **Due Date.** Payment due date will be specified on the bill, and is generally set on or around the 5<sup>th</sup> of each month and no later than the 10<sup>th</sup> of each month. If an invoice falls due during a weekend or holiday, the payment transaction is executed on the following business day.
- IX. **Late Fees.** Unpaid balances after the due date will be considered delinquent with a \$5 late fee will be assessed after the next bill becomes due. Generally, this is about 30 days after the original bill was due.
- X. **Service Suspension.** Service to an account will be electronically suspended 10 days after the account becomes delinquent and is subject to the \$5 late fee. A \$50 fee will be assessed upon suspension. When the account becomes delinquent and the late fee is assessed, a notice will be sent to the account holder.
- XI. **Account Termination.** Delinquent accounts will be terminated for non-payment on the 90<sup>th</sup> day from the billing date unless paid in full. Billing will discontinue upon account termination, and non-secured equipment must be returned.
- XII. **Autopay.** Auto-payment is the quickest and easiest way to pay your monthly SandyNet bill. It is problem-free and the most-reliable way to assure that you never miss a payment

or are never late making a payment. Autopay can be set-up with either a credit card or as bank draft.

XIII. **Payment Arrangements.** In some cases, under certain circumstances, SandyNet will work with customers on special arrangements for paying past due balances and bringing their accounts up to date. These arrangements must be made through the City of Sandy's Utility Billing department.

- A. The Payment Arrangement must be keyed prior to the soft disconnect being processed. Once service is suspended, the customer must pay the full due balance before service is restored
- B. The Payment Arrangement cannot extend beyond the date of the next billing cycle due date
- C. The Payment Arrangement payment amount being extended must be a minimum of the past due amount (current balance excluded)
- D. Failed Payment Arrangements will void the Arrangement and result in service suspension

XIV. **Non-Sufficient Funds.** The following apply to non-sufficient check payments:

- A. Post-dated checks will not be accepted
- B. A \$25 fee will be assessed for any check payment for which funds are not sufficient
- C. The City may refuse check payments in instance of repeated NSF transactions. In such instances, payments may be accepted via cash, card or certified check

XV. **Refunds.** If a customer cancels service and they have a credit balance, they will be refunded within 60 days to the service address or otherwise specified forwarding address.

Version 1.0

Last Revised: 4/24/2025