

## Finance FAQ

### **Q. What are the hours of operations?**

A. City hall is open to the public from 8:30 am to 5:00 pm. The utility departments may have different hours depending on the time of year.

### **Q. If I have a question about my bill, who do I talk to?**

A. For questions about your bill call 706-335-3164 or visit City Hall and you will be directed to the person best suited to answer your question.

### **Q. When will my services be disconnected?**

A. Typically services are subject to be disconnected six days after the due date on your bill. All bills will reference the specific day that services can be terminated. Please note that additional fees are assessed and due on the cut-off date. Services can be disconnected anytime on that day between the hours of 8:00 am to 5:00 pm. All additional fees will be charged on the cut-off-date regardless of whether your services have been disconnected yet.

### **Q. How can I pay my utility bill?**

A. The City of Commerce offers a variety of ways for you to pay your utility bill. We accept payments through the mail, online credit card payments through our website, walk-in payments at City Hall, credit card phone payments, and we have a night deposit drop box located at City Hall for afterhours payments. Please be aware that payments with a credit card will be charged an additional \$4.00 convenience fee.

### **Q. I have an emergency, who should I call?**

A. If you have an emergency that would require police or fire services, dial 911. If you have a utility emergency you should call (706) 335-3164. Please note that if you smell a strong natural gas odor, evacuate the premises and call from a safe place off the property such as a neighbor's house or from a cell phone.

### **Q. Does the City accept post dated checks?**

A. No the City will not accept post dated checks. This is to reduce the possibility of losing a payment or depositing early and causing undue charges on your account.

### **Q. How can I get a yard sale permit?**

A. You can get a yard sale permit at City Hall. There is no charge for such permit; however, a yard sale can only be held at a specific address once every three months. Please feel free to call or visit City Hall for additional details.

### **Q. What is the Electric Environmental Charge item on my bill?**

A. This charge represents the cost for environmental compliance including capital expenditures at electric generation plants. This charge is the result of regulations at the federal level.

### **Q. How can I apply for utility services with the City?**

A. You will need to fill out an application which is [available online](#) or at City Hall. In addition, we will need to make a copy of your photo ID and have your landlord complete a lease agreement if you are renting. If you are able to provide 24 months of recent, good standing payment history from a previous utility provider, we can waive the deposit requirements. Please keep in mind service fees will still apply. All residences located within the city limits are subject to an inspection before services can be established.

### **Q. Where do I pay my fines?**

A. Fines can be at court, [online through the website](#), or at the Police Department from the hours of 8:00 am to 5:00 pm.