



**CITY OF CLAYTON
BILLING AND COLLECTION POLICIES AND PROCEDURES**

BILLING CYCLE

Residential customers are billed every other month in advance of service – Feb/Mar, Apr/May, Jun/Jul, Aug/Sep, Oct/Nov and Dec/Jan. Commercial customers are billed every month in advance of service.

DELINQUENT ACCOUNTS

If payment is not received within 30 days of the due date, the account becomes delinquent. Service shall be suspended in 60 days if account is still delinquent. Republic Services shall provide the City of Clayton with names and addresses of all accounts 60 days delinquent.

COLLECTION POLICIES

Suspended account/reinstatement fee for nonpayment (service interruption)	\$30.00
Deposit to restart account closed for non-bill pay*	1 full bill cycle
Insufficient fund check fee	\$25.00
Container redelivery for nonpayment	\$50.00
Reinstated account for delinquency – pick up on nonservice day	\$40.00
Not out container** – same day pick up	\$25.00
Not out container** – nonservice day pick up	\$40.00
Late payment penalty	1.5%
New commercial customers with accounts more that \$250 per month will have a credit report run. Credit rating must be lower than high or moderate high on the Dun &Bradstreet Global Design Maker or deposit equal to two months of service will be required.	
No checks accepted for out of area temporary roll off customers.	

*Account is closed after nonpayment for 90 days.

**Not out container – one courtesy pick up per year at no charge

PAYMENT OPTIONS

Four convenient ways to pay: 1. By mail, using the envelope enclosed with their invoice. 2. By American Express, Discover, MasterCard or VISA filling out the form on the back of the invoice and mailing it, calling our Pay by Phone number at (877) 692-9729 or online by visiting <http://awbillpay.inetbiller.com>. 3. In person by cash, check, credit/debit card or money order at Republic Services' office at 441 North Buchanan Circle, Pacheco. Customer should bring their bill stub. 4. By registering for automatic payment by credit card or bank (checking or savings) account. Sign up at <http://awsccc.com> or call customer service at (925) 685-4711 to request a form.

OFFICE HOURS

8am-5pm, Monday – Friday

CUSTOMER SERVICE INQUIRIES

Questions about your service or bill can be answered by our Customer Service Department. You can call us at (925) 685-4711 visit our website at <http://awsccc.com> or write us at 441 N. Buchanan Circle, Pacheco, CA 94553, Attn: Customer Service Manager.

VOICE MAIL

Voice mail is available to accept calls outside the regular business hours of 8am – 5pm, Monday – Friday. Please leave your name, phone number and concern. A customer service representative will return your call the next business day.

HOLIDAYS OBSERVED

Only two holidays, Christmas and New Year's are observed. If your collection day falls on those holidays or on a day following then that week, service will be one day late.