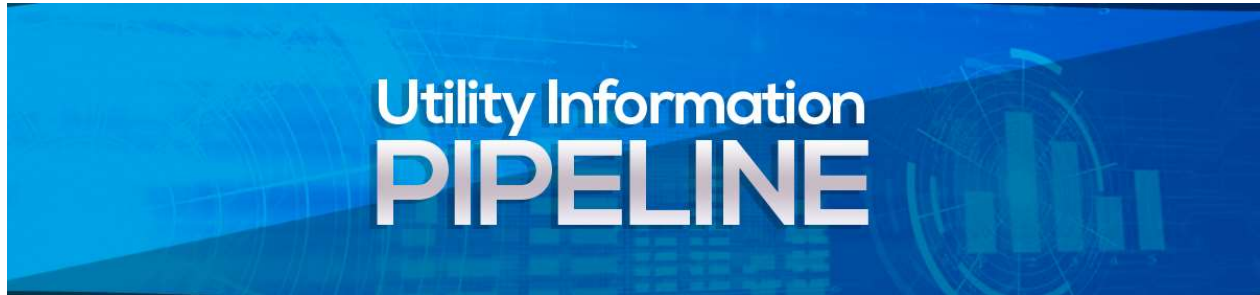


2023 Utility Fee Survey

* Required



Please complete this short on-line survey to participate in the 2023 Utility Fee Survey.

If you do not charge a particular fee, please enter "n/a" as your response to that question.

Thank you for your participation in the 2023 Utility Fee Survey. The results of the survey will be published in one of my upcoming email newsletters and then posted on my blog at <https://utilityinformationpipeline.com/blog/>.

Be sure you receive the results of the survey! If you haven't already signed up for my free email newsletter, please do so by clicking here - <https://bit.ly/GarySandersNewsletter>.

If you have any questions, please contact Gary Sanders at gary@utilityinformationpipeline.com or 919-673-4050.

Contact Information

Please enter your contact information. This information will only be used if I need to contact you and will not be published with the survey results.

1. Name *

2. Position *

3. Organization *

4. Type of Organization *

Mark only one oval.

- Municipality
- County
- Utility District/Authority
- Member Owned
- Privately Owned
- Other: _____

5. Address *

6. City *

7. State *

8. Zip *

9. Email Address *

10. Phone Number *

11. How did you hear about the Utility Fee Survey? *

Mark only one oval.

Utility Information Pipeline email newsletter

Invitation email from Gary Sanders

Forwarded email

Utility Information Pipeline blog

Twitter

Facebook

LinkedIn

Other: _____

12. How many active utility accounts do you bill? *

13. For which services do you bill? *

Check all that apply.

- Water
- Sewer
- Electric
- Natural Gas
- Other

Tap and Impact Fees

14. How much do you charge for a Residential Water Tap? *

15. How much do you charge for a Residential Sewer Tap? *

16. How much do you charge as a Water Impact Fee? *

17. How much do you charge as a Sewer Impact Fee? *

Application and Transfer Fees

18. How much do you charge as an administrative Application or Connection Fee for new service (not a security deposit)? *

19. How much do you charge as a Transfer Fee for transferring service? *

Delinquent Account Fees

20. How much is your Late Fee or Penalty? *

21. What do you call your Late Fee or Penalty? *

22. Other than the utility bill, how do you notify customers that a Late Fee or Penalty has been applied? *

Check all that apply.

- We mail a late notice
- We send an email
- We send a text message
- We call the customer using an IVR system
- A customer service representative calls the customer
- We don't notify them

23. Other than the utility bill, how do you notify customers that they are about to be cut off for non-payment? *

Check all that apply.

- We mail a late notice that includes the cut-off date
- We mail a separate cut-off notice
- We send an email
- We send a text message
- We call the customer using an IVR system
- A customer service representative calls the customer
- We don't notify them

24. On average, what percentage of your accounts are charged a Late Fee or Penalty each billing cycle?

25. How much is your Cut-off or Reconnect Fee for non-payment? *

26. Do you charge the Cut-off or Reconnect Fee to every account on the cut-off list as soon as the cut-off list leaves the office? *

Mark only one oval.

Yes

No

27. What do you call your Cut-off or Reconnect fee? For example – Cut-off Fee, Reconnect Fee, Service Fee, Delinquent Fee, etc. *

28. How do you notify accounts that have been cut off for non-payment? *

Check all that apply.

- Door hangar
- Mail
- Automated phone call
- Personal phone call
- Email
- Text message
- We don't notify them

29. On average, what percentage of your customer base do you disconnect for non-payment each billing cycle?

After Hours Reconnect Fee

30. Do you charge an After Hours Reconnect Fee? *

Mark only one oval.

Yes

No *Skip to question 37*

31. How much do you charge for the After Hours Reconnect Fee?

32. What time does the After Hours Reconnect timeframe start?

33. What time does the After Hours Reconnect timeframe end?

34. On average, what percentage of customers on the cut-off list are reconnected after hours?

35. Do you charge extra for same day reconnection? *

Mark only one oval.

Yes

No

36. If you do charge extra for same day reconnection, how much do you charge?

Convenience Fees

37. Do you accept credit cards? *

Mark only one oval.

Yes

No *Skip to question 42*

38. Do your customers pay a Convenience Fee for Credit Card Payments?

Mark only one oval.

Yes

No *Skip to question 42*

39. If your customers pay a Convenience Fee, do you charge the Convenience Fee or is it charged by a Third Party?

Mark only one oval.

We charge the convenience fee

A third party charges the convenience fee

40. How much is the Convenience Fee for Credit Card Payments?

41. For which types of credit card payments do you charge a Convenience Fee?

Check all that apply.

Over the Counter

Phone

Online

Meter and Returned Check Fees

42. How much do you charge as a Meter Reread Fee? *

43. How much do you charge as a Meter Test or Calibration Fee? *

44. How much do you charge as a Meter Tampering Fee? *

45. How much do you charge as a Return Trip Fee? (if you are unable to turn the service on because the customer isn't home) *

46. How much do you charge as a Returned Check Fee? *

Other Fees

47. What other fees do you charge? Please be sure to indicate how much you charge for each fee.

Feedback

48. If you are a subscriber to my newsletter or a regular reader of my blog and you've initiated any new fees or revised existing fees as a result of something I've written, would you mind sharing that with me?

49. Please provide any additional feedback regarding the 2023 Utility Fee Survey or my blog.

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