



Schedule Effective
July 1, 2010

City of Shelby Customer Service Schedule of Fees and Charges

SERVICE	8:00 AM TO 3:00 PM	WEEKEND HOLIDAY & AFTER 3 PM
SERVICE CALL**	N/C	\$60.00
NEW CUSTOMER SERVICE **	N/C	\$60.00
RETURN CHECK	\$25.00	N/A
CREDIT CARD CONVENIENCE FEE	\$3.75	\$3.75
NON-PAY COLLECTION CHARGE	\$50.00	N/A
NON-PAY RECONNECT **	N/C	\$60.00
LATE PAYMENT FEE	\$10.00	N/A
REMOVE OR LOCK METER	\$40.00	N/A
METER TAMPERING	Max \$500. per N.C. Statutes	Max \$500. per N.C. Statutes
DISCONNECT ELECTRIC SERVICE AT RISER	\$60.00	\$125.00
DISCONNECT ELECTRIC SERVICE AT POLE	\$60.00	\$125.00
CONNECT ELECTRIC SERVICE AT RISER OR POLE	N/C	\$125.00
TEMP ELECTRIC SERVICE	N/A	N/A
FIRST METER TEST	N/C	N/A
2ND REQ TEST (within 12 months)	\$40.00	N/A
METER TEST (if tampering is involved)	\$40.00	N/A
RESET GAS METER	\$40.00	N/A
RELOCATE GAS SERVICE	\$5.00 / FT- \$100. min.	N/A
UPGRADE GAS SERVICE FROM INCHES TO LBS	residential = \$75. commercial = actual cost	N/A
N/C = no charge N/A = not available or applicable		Schedule effective July 2008

** Service calls to reconnect services will not be performed after 10 PM