



CITY OF NORCROSS

This data was collected by @WeThePlugTho to the best of our ability. Some information may be incorrect due to lack of transparency from your city.

WHAT'S ON YOUR BILL?

Base fee	\$22	
Average rate per kWh	\$0.12	
Late fee	10%	
Disconnection fee	\$0	
Reconnection fee	\$50-75	
Senior discount?	YES	
Payment arrangement?	YES	



Your utility's base fee and reconnection fee are expensive compared to other cities. The reconnection fee is \$50 during business hours and \$75 outside of business hours. Your city also charges unusual fees for E-Check, online, and phone payments.

Base fee: what your utility charges each month before you even turn the lights on

Rate per kWh : how much your utility charges for each unit of electricity used. On average, households in Georgia use 1,121 kWh per month.



Your electricity utility serves **4,308 customers** and is controlled by your **City Council**. Talk to them about making changes to your utility.



An energy burden is the percentage of your income spent on your electricity. In your county, **16.6% of households have a high energy burden** (they spend 6% or more of their income on electricity).



An energy audit measures how much energy your house is wasting because of inefficiency. **Your city utility does NOT provide energy audits (other cities do).**



People with serious illnesses legally can't be disconnected if it will worsen their illness. They must notify their utility. See **Georgia Rule 515-3-2-.03** for details.



We spoke with a Norcross customer whose senior family member had a bill of \$340 living alone. This kind of high bill for one person is too high.