UTILITY BILLING CHANGES

In an effort to be more efficient and cut costs we have made some changes to our utility billing process. On 07/02/19 the City Council approved the following: Water Billing Process: The bills are mailed out on the last business day of the month. All bills are due on the **22nd** of the month. On the next business day, disconnects are then processed, which include a $25.00 Administrative Delivery Fee and a Late Fee Assessment. Disconnects are delivered that day. Customers are allowed 48 hours to pay the balance due. The next business day following the 48 hours, water service will be disconnected. The water will not be turned back on until the delinquent bill is paid in full plus a $25.00 reconnection fee, $25.00 processing fee, and if the customer does not have a deposit, a deposit will be required. The water will be turned back on during normal business hours. If service is restored after regular working hours, an additional fee of $50 shall be charged before service is restored. *As a courtesy, water will not be disconnected on Friday or the day before a holiday.*

What does this mean for our customers? It means that utility bills will be due on the 22nd of the month as opposed to the 10th which was our past process. It also means that we will **not send a reminder notification** on bills that are not paid.

I have my bill automatically withdrawn from my checking account on the 10th, will it still be withdrawn on the 10th? No, we will change the **ACH withdraw date to the 22nd of the month**. If the 22nd falls on a weekend or holiday it will be withdrawn the prior business day.

So to summarize the above changes and a few other key things going forward:

* All bills will be due the 22nd of the month.
* All bank ACH withdrawals will be the 22nd of the month.
* The processing fee has gone from $10 to $25.
* Our utility billing deposit has gone from $125 to $130.
* The garbage haulers have increased their fee by $.25/month.
* There is an increase in the water charges.
* There is an increase in the sewer charges.
* The penalty rate has gone from 2.5% to 6%.
* No more than three (3) payment agreements will be allowed in a calendar year unless approved by the City Clerk or City Manager.