

# UTILITY BILL PAYMENT GUIDELINES

City Hall Hours are Monday thru Friday, 8am to 4pm (we are closed for lunch 12:30pm to 1:30pm)  
There is a drop box to the right of the door for after hour and lunch time payments.

## Utility Payments:

- If paying by check, please make sure your signature is on the check and the numerical amount matches the written amount of the check. The City cannot accept post-dated checks. If you send/give us a check, expect it to be deposited the day we receive it.
- You may pay On-line by Credit Card. Please note that there can be a 24 hour delay before we receive the file from the credit card company so plan to make your payments at least a day before they are due to ensure that you will not be penalized.
- If you have been shut-off do not use the on-line credit card payment as we do not restore service until we receive the payment and those have a 24 hour delay to post. You may come to City Hall and use your credit card in person as those transactions post the same day.
- All utility bills are due by the close of business on the 15<sup>th</sup> of the month. We do not except post marks. Payment must actually be physically in the office by 4pm on the 15<sup>th</sup>.
- After the 15<sup>th</sup>, a 10% penalty is applied to all unpaid utility bills
- If the 15<sup>th</sup> of the month falls on a weekend, payments will be accepted the following Monday until the close of business (4pm) with no penalty.
- All Past Due accounts must be paid on or before the 10<sup>th</sup> of the month by 4pm to avoid discontinuance of service and additional fees. The shutoff process begins promptly at 4pm on the 10<sup>th</sup>.
- If the 10<sup>th</sup> falls on the weekend, payments will be accepted through the following Monday until the close of business (4pm). The shutoff process begins promptly at 4pm.
- A \$35 shutoff admin fee is added to all unpaid past due accounts on the 10<sup>th</sup> at 4pm.

An **example** of the typical utility schedule follows:

	Date
Service Period	January 21-February 20
Bills printed/mailed	On or before February 28
Bills are due for payment	March 15
Past due penalty 10% added to unpaid accounts	March 15, 4pm
Past due bills are mailed	March 16/17
Past due bills are due	April 10
Shut off procedures begin. \$35 fee is added to all past dues not yet paid	April 10, 4pm
Water is shutoff; door knockers for electric shutoff are issued	April 11
Electric shutoff	April 12