

## **Utility Bill Payment Policy**

1. Utility Bills are mailed out by the first of each month and due on the 15<sup>th</sup> of each month.
2. All Utility Bills are considered past due on the 16<sup>th</sup> day of the month or if on a weekend or holiday the next business day. Late penalties are then posted on unpaid bills.
3. The city will begin service disconnection starting 10 days after the penalties are applied with the exception of holidays.
4. Extension of an unpaid bill past the turn-off date will not be permitted.
5. If a disconnect order has been issued for non-payment, the total amount past due is required to be paid in addition to a \$75.00 reconnect fee. No exceptions permitted.
6. Should the past due amount remain unpaid 5 business days after disconnection of service, the account is closed and deposit applied to the outstanding balance. Should there be a remaining balance after the deposit is applied and not paid in full within 60 days of termination of service; the account balance will be turned over to a collection agency.
7. Should the customer request utility services, or have water turned back on, after the account is finalized, the customer will be required to pay off the remaining outstanding balance and pay a new deposit.
8. Any exceptions to this policy must require approval of management and/or city council.
9. Please note: payment plans are no longer offered by the city.