



CUSTOMER INFORMATION

PHONE: 867-4350 FAX: 542-3920

- **HOURS:** LOBBY: 8:00AM TO 4:30PM
DRIVE-UP: 8:00AM TO 5:00PM (Credit card payments are not accepted in the drive-up; lobby only)
- **BILL DUE DATE:** Bills are mailed the last working day of each month and are due on the 10TH of the next month.
- **PENALTIES:** if the bill is not paid by the 15th, a 10% penalty calculated on the unpaid water balance is added to the account.
- **REMINDER NOTICES:** Reminder and Landlord notices are mailed on the 16th if there is a balance on the account. On the afternoon of the 16th through the 25th, arrangements can be made to extend the due date, (can be extended up to the 10th of the next month). Accounts that have balances without arrangements will be shut off on the 26th of each month. There is a 15.00 service charge for being on the shut off list on disconnect day, and a 15.00 reconnect fee. After 4 p.m. the reconnect fee is \$35. Reconnects are not done after 5p.m. Customers whose arrangements are not paid in full on the due date, who have written NSF checks, or have had on line payments returned, will not be able to make payment arrangements for the next month.
- **DEPOSITS:** A deposit of \$25 per service or a letter of excellent credit is required to start utility services. The deposit is held until 6 consecutive payments are made on time, (10th of each month), and then it is applied to the account.
- **PROBLEMS:** If you have a problem with any of your services, call 867-4350 and a service man will be dispatched.
- **AUTO PAY:** The City offers 2 ways to pay your bill automatically. The City can set up a deduction of the bill from your checking account on the 10th of each month. Or payments can be made at www.xpressbillpay.com with your checking, savings or credit card.
- **EQUAL PAY:** This is available to you after one year of service at the same address. Your last 12 bills are averaged and you pay the same amount for 11 months and settle up on the 12th month.
- **DROP BOXES:** Payments are picked up daily Monday through Friday. (Any payments left after 8:00 a.m. will be credited the next business day.)

LOCATIONS:

CITY HALL - 710 E Railroad Ave. (by the drive-up window)

EDWARDS RIGHT PRICE MARKET - 1201 E Platte Ave. (on column by cash registers)

ARMORY (Rec Department) – 528 State St

WAL-MART – 1300 Barlow Road (beside customer service)