

NOTICE OF CHANGE IN BILLING PRACTICES

Effective this month, customers will no longer receive “late notices” for overdue utility accounts. If payment is not received by the 10th day of the following month (or next business day if the 10th falls on a weekend or holiday) the late fee will be automatically added to the account. Once the account remains unpaid and reaches the maximum allowable time limit, a delinquent notice will be placed on the front door to the premises warning of impending disconnection unless payment is received. A turnoff/turn-on fee in the amount of \$20.00 per utility will be added to each account should it be turned off for non-payment.

In addition, **the City can no longer provide extensions of time to pay for utility services.** All accounts must be paid down to a balance no higher than the deposit on the account by the date established for disconnection or the account is subject to turnoff for non-payment. Extending the due date has been determined to be an illegal practice for a municipality.