

## Frequently Asked Questions about Water Bills and Suspended Service

### **1. May I make payment arrangements if I am unable to pay my bill in full?**

Yes, the City allows customers to make payment arrangements on the previous month's balance if the customer contacts the City by the last day of the month. *If payment arrangements have not been made prior to last day of the month or if the customer fails to make payments as agreed, **services will be disconnected**.*

### **2. May payment arrangements be made after service is suspended?**

No, payment arrangements will not be made after services are suspended. The customer must pay the total balance due plus the disconnect fee to restore service.

### **3. What is the latest I can make payment in order for services to be restored?**

Payments must be received on a business day (Monday – Friday, excluding holidays) by 4:30 p.m. in order to have services restored the same day. If payment is received after 4:30 p.m. or deposited in our night drop, service will be restored the next business day.

### **4. Is a fee charged once service has been suspended (water turned off)?**

Yes, there is an administrative fee (disconnect fee) of \$50 that is charged to each suspended account. This fee can only be waived if the City suspended service in error.

### **5. May I pay the past due amount and the disconnect fee over the telephone?**

Yes, with a credit card or debit card. You will need to provide the credit card number, the cardholder's, name, address, date of birth and security code. A \$5 convenience fee is charged for payment made by phone.

### **6. What if I had a water leak and I am unable to pay the current bill in full?**

You must contact the City prior to the last day of the month and provide a copy of the repair bill for the City to make any adjustments to the water bill. After the adjustments are made, customer can establish payment arrangements for the past due amount.

### **7. When will the late fee and interest be assessed?**

A late fee of 10% of the water and sewer charges will be assessed, along with interest, after the third day of the month.

### **8. Why is there a \$100 tampering fee charged to my account?**

The City "locks" a meter when service is disconnected. If the lock is broken, a fee of \$100 is applied to the account. This fee cannot be waived. The City is the only authorized entity that can restore service once it has been suspended.

### **9. What is the return check policy?**

The City hereby establishes that where a customer's check for payment of water services is returned because of non-sufficient funds ("NSF"), the customer shall be required to pay, in addition to all other applicable fees and outstanding balances, a twenty five dollar (\$25.00) NSF fee to compensate the City for time and costs associated with such transactions. The cut off fee for returned checks will be fifty dollars (\$50.00). Your service will be cut off immediately when your check is returned unless it has been paid beforehand.

### **10. When is the cut-off date and when is the last date that I must pay my bill before it is disconnected?**

The cut-off date and the last date for payment is updated and listed every month on our website. [Click here](#) for the current's month cut-off date.