



UTILITY BILLING PROCEDURES

1. Billing procedures are as follows:

<u>*Zone</u>	<u>*1st two digits</u>	<u>*Date mailed</u>	<u>*Date Due</u>
1	46-49, 51-62	1 st Wed. ea. mo.	3 rd Wed. same mo.
2	50, 63-73	2 nd Wed. ea. mo.	4 th Wed. same mo.
3	74-84,93	3 rd Wed. ea. mo.	1 st Wed. next mo.
4	85-92,95	4 th Wed. ea. mo.	2 nd Wed. next mo.

If you do not receive your water bill, it is your responsibility to contact the Utility Department.

2. Payments must be received in our office on or before the due date to avoid a late charge. The late charge is 15% of the bill amount.
3. Delinquent Notices are mailed the next business day following the due date of each billing period. If payment is not received by the date of the Delinquent Notice, water service will be disconnected without further notice, and all charges must be paid in full by cash, money order or Visa/Mastercard before water service will be reconnected.
4. Disconnection of service results in a \$20.00 disconnect fee, and possible increase in deposits. If service is reconnected or turned off after 4:30 P.M., or on weekends, or holidays, there is an additional \$50.00 after hour charge.
5. **A \$25.00 service fee is charged on all returned checks.**

RATES

Refer to rate schedule for water and sewer fees.

SANITATION:	\$11.24 plus a \$.93 tax per month
SRF-LOAN:	\$ 2.92 per month
RECYCLING:	\$ 2.17 plus a \$.18 tax per month
STORM WATER MANGMT. PROGRAM:	\$ 2.50 per month

New customer sewer charge will be based on 5,000 gallons until a winter service average has been established.

THE DRIVE THRU WINDOW AND THE NIGHT DROP BOX IS LOCATED ON THE NORTH SIDE OF THE CITY HALL COMPLEX. FOR UTILITY EMERGENCIES AFTER BUSINESS HOURS, PLEASE CALL 972-625-4471. IF NO ANSWER PLEASE CALL 469-628-5452 (\$50.00 fee). SOMEONE MUST BE HOME FOR WATER TO BE TURNED ON.