



## City of Petersburg

### Water Account Payment Policy

(Updated 2023)

1. **Meter Readings:** Water meter readings will start on or around the 15<sup>th</sup> of every month. In certain circumstances water meter readings will be estimated.
2. **Billing:** Water bills will be processed after all rereads are completed. Bills will be mailed NO LATER than the last business day of the month.
3. **Due Date:** Payments are due in full by the **10<sup>th</sup>** of the following month.
4. **Late Fees:** An additional charge of **15%** of the TOTAL payment due will be added on all accounts paid after the **10<sup>th</sup>**.
5. **"Cut-offs":** Accounts which remain unpaid or not paid in full at **10:00 AM** on the **20<sup>th</sup>** are considered "non-pays" and will be placed on the "Cut-off" list. **All accounts listed on the "cut-off" list will have water service discontinued beginning at 10:00 AM on the 20<sup>th</sup>.** When the 20<sup>th</sup> day of the month falls on a weekend or holiday this action will take place on the next business day. Accounts placed on the "cut-off" list will be charged an additional \$30.00.
6. **Reconnection/Transfer of Services:** The water service may only be reconnected/transferred if:
  - a. The current bill is **paid in full.**
  - b. The additional service charge of \$30.00 is **paid in full, and**
  - c. The meter is at the **current deposit rate** and **paid in full.**

Payment in full must be received by **3:00 PM** to have water service reconnected/transferred the **same business day**. If payment is received after 3:00 PM, water service will return the following business day. **No water service will be reconnected/transferred after hours or on weekends.**

### **WARNING**

**Once your water service has been turned off you may not turn it back on yourself. If the City discovers that you have turned you water service back on and/or used any gallons of water since the cut-off you will be given a citation by the Police Department and prosecuted for theft of service.**



7. **Recurring non-payment of water bills:** Accounts with a past due balance of two (2) months or more will be disconnected in the system. The deposit will be applied to the past due balance and the remaining balance will be billed to the customer. **In order to reactivate the account, the past due balance plus a new service charge and water deposit will need to be paid.** These charges must be paid prior to reconnection of services.

### **Accepted forms of payment**

1. The City of Petersburg accepts the following forms of payment:
  - a. Cash
  - b. Check (No temporary checks.)
  - c. Money Order
  - d. Visa, Master Card, and Discover credit cards. A 3% fee will be added on all transactions. (No cards requiring pin input will be accepted.)
2. A \$30.00 service charge will be applied to all returned checks.
3. A letter will be sent out to the account holder when a check is returned. The account holder must come in and pay the \$30.00 fee and the original amount of the bill within 10 days of the notice in order to avoid disruption of services and/or legal action. The City of Petersburg will not accept checks from customers who have had two (2) or more returned checks.

### **To open a new account**

1. Account holder must come to City Hall and fill out a new water service agreement. Account holder must present a valid photo ID at this time.
2. Account holder must pay a \$100.00 Deposit and a \$30.00 Service Fee before water services will be connected.
3. Deposit will be applied to final bill after closing account. If there is a remaining credit after applying deposit that amount will be refunded. If there is a remaining balance after applying deposit that amount will be billed to the customer.

## **Bill Rate Structure**

**All open accounts will be billed as followed:** (Rates are for residential connections)

- **Water:** (outside city limit accounts are billed double)
  1. 0 – 2,000 gallons - \$36.00
  2. 2,001 – 5,000 gallons - \$3.00/1,000 gallons
  3. 5,001 – 8,000 gallons - \$3.25/1,000 gallons
  4. 8,001 – 10,000 gallons - \$3.75/1,000 gallons
  5. 10,001 – 20,000 gallons - \$4.25/1,000 gallons
  6. 20,001 – 50,000+ gallons - \$4.75/1,000 gallons
  
- **Sewer:** \$26.00
  
- **Trash:** \$18.90
  
- **Mosquito Spray:** \$2.00
  
- **Collection Station Fee:** \$10.00
  
- **Sanitation Tax:** \$1.56

Due to the fees stated above, even if you use 0 gallons of water, all active water accounts will have a minimum bill of **\$94.46**.

By signing this document, you are verifying that you have read and understand all three pages of the Water Account Payment Policy.

X

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Customer's Signature