



“The Blossom Trail City”

September 20, 2019

IMPORTANT NOTICE TO UTILITY CUSTOMERS

The City of Fowler has implemented changes in its' Water Payment Policies and Water Billing Payment hours. These changes are intended to help the residents of Fowler in avoiding late charges, associated late fees, and water shut-offs and allow the City to properly account for water transactions. The changes are as follows:

A. Water Billing Payment Hours CHANGES

- a. **Water Bill Payments will be accepted from the hours of 8:00 a.m. to 4:30 p.m., Monday through Friday. This new schedule will start November 1, 2019.**
- b. **Water payments will NOT be processed or posted after 4:30 p.m. by the utility billing clerk. However, after 4:30 p.m. water payments can still be placed into the box located to the right of the Water Billing desk, or inserted through the Mail Slot on the East side of the building adjacent to the Flag Pole.**
- c. The Water Billing Department CANNOT accept payments after 4:30 p.m. as the billing system is closed for the day. This is required for the City to adequately audit the billing system.

B. Water Bill Due Dates

- a. Water bills are due on the 15th day of the month
- b. Payment must be made in full no later than the END of the month
- c. Payments received in the last week of the month may not be reflected on the next printed bill.

C. Water Bill Late Charges

- a. Water bills paid by end of the month will NOT incur a late charge
- b. Water bills paid AFTER the end of the month will incur a late fee until paid
- c. Water bills paid AFTER the end of the month will incur interest charges until paid.

D. Water Shut Off

- a. Water bills still not paid after 60 days can result in water being shut off.
- b. The City shall issue a one-time 5 day “Notice of Intent to Shut Off Water Service” to those accounts still unpaid 60 days after the original bill date.
- c. Failure to respond to the “Notice of Intent to Shut Off Water Service” by paying your bill in full shall result in the discontinuance of Water Service.
- d. Interest shall continue to be added to those accounts still unpaid
- e. There are no extensions or exemptions.

E. Restoration of Water Service

- a. Payment in full of ALL water charges, late charges, interest, and disconnect fees shall be required to have water service reinstated.