



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 shutoffs and allow the City to properly account for water transactions. The changes are as follows:

A. Water Billing Payment Hours

- a. Water Bill Payments will be accepted from the hours of 8:00 a.m. to 4:00 p.m., Monday through Friday. This new schedule will start July 1, 2023.
- b. Water payments will NOT be processed or posted after 4:00 p.m. by the utility billing clerk. However, after 4:00 p.m. water payments can still be placed into the box located at the mail slot on employee entrance door on the east side of the building adjacent to the flagpole.
- c. The Water Billing Department CANNOT accept payments after 4:00 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 1st day of the month.
- b. Payment must be made in full no later than the last day of the month.
- c. Payments received in the last week of the month may not be reflected in the next printed bill. (**Remember, for your payment to reflect on your new bill, payment needs to be made before the last week of the month.)

C. Water Bill Late Charges

- a. Water bills paid by the 15th of the month will NOT incur a late charge.
- b. Water bills paid AFTER the 15th of the month will incur a late fee of 15% of the bill.

D. Water Shut Off

- a. Water bills 60 days delinquent may result in water being shut off.
- b. The City shall issue a one-time "10 Day Water Utility Shutoff Notice" to those accounts unpaid 60 days after the original bill date.
- c. Failure to respond to the "10 Day Water Utility Shutoff Notice" by paying your bill in full or having an approved written payment agreement shall result in the discontinuance of Water Service.
- d. Full Resolution No. 2621 "A Resolution of The City Council of The City of Fowler Adopting A Residential Water Shutoff Policy" Adopted 01/17/23 is available online at www.FowerCity.org /Departments/Public Works/Water or at the City Hall Water Department located at 128 South Fifth St., Fowler, CA 93625.

E. Restoration of Water Service

- a. Payment in full of ALL water charges, late charges, and reconnection fee of \$56.00 shall be required to have water service reinstated. Refer to Resolution 2621 for full specifics.