

# UTILITY BILLING INFORMATION

www.CityofCallaway.com

Open to the Public: 8 a.m. – 5 p.m.

## TO OPEN AN ACCOUNT

- Come in person to Callaway City Hall at 6601 E. Hwy 22.
- Present your valid photo id, military, state issued or passport.
- Present a copy of your lease agreement, proof of purchase or realtors contract with homeowner.
- We accept Cash, check, money order, or credit / debit cards for the deposit listed below:
  - House ..... \$250.00
  - Irrigation..... \$40.00
  - Sewer only..... \$135.00
  - Military..... \$100.00

This amount does not include a non-refundable account charge of \$10.00.

Same day connections are offered, but not guaranteed, from 8:00am to 3:00pm Monday through Friday, not including holidays.

When the meter is turned on, if there is water running, the tech will turn the meter back off. It will remain unlocked so that you may turn it on. If the tech is required to make another service call to turn on the meter, a \$25.00 reconnection charge must be paid prior to tech being sent out.

## TO CLOSE AN ACCOUNT

The account holder must notify Utility Billing that they want to close their account. Interruption of service due to nonpayment will not close an account. The account holder is still liable for base rates and usage until the account is closed.

## PAYMENTS

Payments may be made:

- In-person at Callaway City Hall
- By mail
- Drop box behind City Hall
- Online: Payments can be made on the City's website.

We accept cash, check, money order, or credit / debit card.

## IMPORTANT DATES

**15<sup>th</sup>** - Payments must be received in our office by 5:00pm to avoid a 15% late penalty.

**25<sup>th</sup>** - Payments must be received in our office by 5:00pm to avoid a delinquency charge of \$50 as well as an interruption of services.

When these dates fall on a week-end or a Holiday when the office is closed, you have until 5:00 pm of the next business day to avoid penalties or cut-off.

Payments put in the drop box after 5pm are not posted until the following business day. Absolutely NO cash is accepted in drop box

The City of Callaway does not take responsibility for the United States Postal Service. Failure to receive a bill will not excuse penalties. Postmarks are not considered.

## RECONNECTION OF SERVICES

To prevent or once service has been interrupted, total account balance including fees and penalties must be paid in full at City Hall, 8 am to 5pm Monday through Friday. Reconnect of service is subject to a next day turn-on. An additional delinquency fee of \$50.00 shall be imposed on any account that has failed to pay by the disconnect date and time, regardless if a physical disconnect has or has not been accomplished.

## RATE SCHEDULE

### BASE RATES:

- WATER ..... \$ 11.37
- SEWER ..... \$ 30.69
- SOLID WASTE ..... \$ 9.97
- STORMWATER ..... \$ 1.00

City water tax is 10% of water.

### RESIDENTS OUTSIDE OF THE CITY LIMITS INCUR A 25% UPCHARGE

The base rates are charged from beginning of the month until end of current bill month, water usage is billed from previous read date to current read date. These are monthly charges are independent of usage.

In addition to the base rates, you are charged:

- WATER per thousand gallons - \$4.87
- SEWER per thousand gallons - \$4.97

(Sewer usage is based upon water usage)

## RETURNED CHECKS

Returned checks payment must be paid for in cash, money order or other certified funds.

A service fee will be applied as follows:

- \$25.00 for less than \$50.00
- \$30.00 for \$50.00 to \$300.00
- \$40.00 for \$300 or more

An additional deposit may be required.

Returned check on an account:

- Door knocker will be sent out giving 2 business days to pay the amount of the check and **ALL** fees.
- If no response, services will be cut-off. The reconnection charge and all other fees must be paid before services are resumed.



*"East Bay at Its Best"*