

Utility Billing Policy

Renter Deposit: A deposit in the amount of \$250.00 is required from all **rental** property utility accounts unless the landlord requests in writing that the account remain in their name. Home and business owner deposits is **\$200.00**. Recycle containers can be purchased from the city for **\$31.00**. Utility deposits may be transferred when moving to a new location within the city provided that the previous account is paid in full. Rental unit customer deposits will remain on file until the account is closed. Home and Business owners customer utility deposits will be returned after two years of on-time payments. Any customer deposit or credit on file will be applied to a final account balance and the remaining balance will be refunded to the account holder.

Billing Process: Utility bills are mailed on or before the first business day of the month and are due on the 16th of each month. All payments must be received in City Hall by the close of business - 5:00 p.m. on the date shown on the bill to avoid a penalty fee. Utility payments arriving after the due date via US Mail or similar will be considered to be late even if the payment or check is postmarked on or before the due date. A reminder notice will be sent via regular mail to all past due accounts providing an additional five days to make payment including all penalty and fees before shut off day. This notice will include notification of shut off date and notice of right to a hearing. If payment has not been received in City Hall before the time the office opens at 7:30 a.m. on the shut off day listed on the notice an attempt will be made to shut off the water. A delinquent list fee will be added to the account, even if the water was not actually shut off, for any account not paid by the shut off date and time. If the shut off valve does not function at the curb it will be located and replaced at the property owner's expense.

Once the water service is shut off it will not be turned on until all past due amounts including penalties and reconnect fees are paid in full.

Final Bills: Final bills for water and sewer charges will be prorated using the city software. Account holder must notify the City Clerk of move out date to have final meter reading completed and provide forwarding address if applicable.

Automatic Payments (ACH): Customers may sign up to pay their utility bill automatically from their checking or savings account with no fee charges to the utility customer. Forms may be obtained at City Hall or from the **FORMS tab** on the homepage of the city website.

Bill Payment: Customers may pay their bills in multiple ways. The most popular method is by automatic ACH payment. Checks and money orders may be dropped off in the drop box at City Hall, in-person with the City Clerk, or by mailing to City of Lowden, PO Box 310, Lowden, IA 52255. Cash payments are accepted in-person with the City Clerk during regular business hours. Credit and Debit Card payments are accepted through AllPaid/GovPayNet. Please note that an additional service fee is charged by AllPaid/GovPayNet to process credit/debit transactions. Receipts are not issued unless payment is made in-person with the City Clerk.

Payment Arrangements: No payment arrangements will be allowed.

Miscellaneous: Checks or Money Orders should be made payable to the City of Lowden for the exact amount due, unless paying extra on the bill. The city does not give change back on checks or money orders.