

**City of Reedley
Utility Billing
845 G Street
Reedley CA 93654**

Current Accounts

Each month a utility bill will be sent to the postal address or e-billing e-mail address on file for each customer's utility account. Payments are due each month on or before the 14th day of the month. If the 14th day of the month falls on a weekend, holiday or other day that the City of Reedley is closed, the due date shall be the next normal business day. Payments that are received during the last week of the month may not be reflected on the next printed bill.

Delinquent Accounts – Notices

Courtesy Notice (1st Disconnect Notice) – Customers with an outstanding account balance in a 60-day status will be mailed a courtesy notice to the postal address on file for the account. This notice will provide the customer with the minimum payment due and it must be made by 4:00 pm on the 15th of each month (if the 15th day of the month falls on a weekend, holiday, or other day that the City of Reedley is closed, the deadline shall be 4:00 pm on the next normal business day). If the total minimum payment is not made by the due date, a \$25 late fee will be added to the account balance. Accounts are then considered to be in a pending shut-off status and the entire account balance must be paid by a time and date established by the City in order to avoid disconnection and termination of services. **THERE WILL BE NO EXTENSIONS AND NO EXCEPTIONS.**

Final Disconnection Notice (Door Hanger) – The City will make every effort to deliver a 24-hour notice to accounts that are in a pending shut-off status. This notice will be left at the front door of the service address. The entire account balance must be paid by a time and date established by the City. Failure to do so will result in an additional \$100 Late/Service/Disconnect Fee being added to the account balance and water service will be immediately turned off. Payment of the account balance in full will be required to reinstate services. If the utility account is closed and terminated as a result of non-payment, a deposit may be required to re-establish services. **THERE WILL BE NO EXTENSIONS AND NO EXCEPTIONS.**

The City of Reedley makes every effort to mail and deliver monthly bills and courtesy notices. However the City of Reedley is not responsible for lost bills/notices or bills/notices not delivered due to postal issues. Prompt address updates are the responsibility of the account holder. The account holder is also responsible for insuring that payment is made by the due date regardless of whether a bill/notice has been received or not. Time sensitive payments should be made in person inside our office prior to any deadline.

Returned Payment Policy

Any payment (check, e-check, etc.) returned back to the City of Reedley for any reason will result in a Returned Payment Fee of \$35 being added to the account balance. If a second returned payment item occurs, the account will be placed in a cash or money order only payment status for a minimum of one year. After one year, the customer may submit a request in writing to the Finance Director asking for reinstatement of check writing privileges.

Any payment (check, e-check, etc.) that is returned for any reason that was made on an account in a 60-day status or a pending shut-off status will result in services for the account being immediately disconnected, a \$35 Returned Payment Fee, and a \$100 Late/Service/Disconnect Fee being added to the account balance. There will be no advance notice for this action. Payment of the account balance in full will be required to reinstate services.

For recorded payment instructions, call (559) 637-4200 extension 555. For customer service, call (559) 637-4200 extension 218.