

City of Callaway Utility Bill Policy

The City of Callaway collects for the services of water, sewer, garbage collection, and streetlights.

Each home is required to pay a \$50 deposit upon opening an account with the City. If an account is closed before one year, the homeowner must request in writing the return of the deposit. Otherwise the deposit will be credited to the utility account with interest after one year of service.

Utility bills are sent out every month with payment due by the 25th.

If payment in full is not received a late charge of 10% shall be assessed to any past due amount.

If an account becomes two months past due a notice to pay will be given to the customer by a door hanger stating the past due amount, time and date the water will be cut off if collection is not made. The shut off date and time will not be sooner than 48 hours from the time of posting and will not fall on a Friday or a day after a holiday.

If a payment of an amount equal to or greater than 50% of the outstanding balance is received PRIOR to the shut off time and date as stated on the notice, the water will remain on for another billing cycle. A minimum of 50% of the past due amount shall be collected monthly until the account is current. If no payment or a payment of less than 50% of the bill is received within the time frame as outlined above, the water shall be turned off. If the water is turned off the entire past due amount plus a \$50 reconnect fee will be collected before the water will be turned back on. Water will only be turned on during the normal working hours of the public works department.

This is in compliance with City Ordinance #54.03.

Revised and approved 11/12/2019