

# UTILITY BILL SCHEDULE & INFORMATION

The meters are read on the 2<sup>nd</sup> of each month, or the next working day after the 2<sup>nd</sup>.

The bills are sent **before the last** day of the month. Customers should receive the statement on or before the first day of the following month.

For example: All of the meters were read on Monday, June 2, 2025. They were read again on July 2, 2025. After processing and verifying, the printed bills were delivered to the Post Office on or before July 30, 2025 for customer to receive on or before August 1, 2025.

## **Missed or Past due Payments**

\*If the balance has not been received at the Nevada City Hall office or the City Hall drop box **before 5:00 p.m. on the 15<sup>th</sup> of EVERY month**, the account is considered delinquent.

- If the 15<sup>th</sup> of the month is on a Saturday, Sunday or holiday when the city offices are closed, payments will be collected from the mail and drop box by **8:00 a.m. the following** working day. Payments received after the extended time will be considered delinquent.

- Reminder notices are generated by the billing system on the 16<sup>th</sup> or the following working day after the 15<sup>th</sup>. A fee of \$2.00, will be added to the account to process and send the reminder notice.

The reminder notice will have the next deadline date. On that date, the service is subject to be disconnected.

- The city will typically, but not required, deliver a “blue card” notification to the service location. An additional **\$20** fee will be added to the utility account. The blue card will have a date the service is rescheduled to be disconnected if the balance has not been paid. There is a disconnection fee, **currently \$35.00, and a reconnection fee, also currently \$35.00.**

June 15, 2025 was on a Sunday. All the payments that were in the drop box, by 8:00 am and were delivered by the Post Office on Monday, June 16<sup>th</sup> were processed before the late fees was calculated.

The Reminder notices had a new deadline of June 27, 2025. Blue card notices were delivered to accounts that had balances on June 27<sup>th</sup>. A \$20 fee was added to their accounts. The notices informed the customer their service was scheduled to be shut off by 10:00 am on Monday, June 30 (the next working day).

A written agreement for an extension is available. The agreement would need to be completed and accepted **BEFORE** the disconnection of the water service. No agreements will be accepted after a service is disconnected for non-payment.

If the customer is considered a tenant of the service location, the landlord or representative would need to approve of the extension agreement.

If the service is disconnected for non-payment, the **ENTIRE** past due balance and all fees would be required to be received by Nevada City Hall before the service would be scheduled to be reconnected.

An unpaid utility balance of **\$56.14** received a \$2.00 fee on June 16<sup>th</sup>, making the balance \$58.14. An additional \$20.00 was added to the account on June 27<sup>th</sup>, after the blue card was delivered. This created a balance due of \$78.14.

After the service was disconnected on June 30<sup>th</sup>, the entire balance of **\$148.14** (\$56.14 +\$2.00 +\$20.00 +\$35.00 disconnection +\$35.00 reconnection fees) was required to be reconnected the service at the Water Department's earliest opportunity.

A written agreement for additional time is available until the service was disconnected.

### **Where Can I pay?**

1. Pay in person at City Hall or leave in Dropbox outside of City Hall.
2. Pay online through city's website [nevadaia.communityconnect.com](http://nevadaia.communityconnect.com). Because this payment system is controlled by a third party, an additional fee will be collected for the transaction by that company, **not** the City.
3. Citizen can set up an automatic withdrawal system (ACH) that is available upon the customer request.

### **What can I pay with?**

1. Cash
2. Check
3. Credit/Debit
4. ACH
5. Money order

### **Is there a Deposit Refund Schedule?**

Utility deposits are refunded to the customer under two different circumstances.

1. If customer has an excellent payment history, only late one time or less over two consecutive years of continuous service, the billing system will indicate the event and the deposit will begin to be applied to the active account the following billing cycle.
2. If the customer requests a final reading to close the account before the two year/one penalty scenario, the deposit will be applied to the final balance. Any remaining deposit will be refunded and a check will be sent to the customer's new address.

### **NOTE:**

**\*\*The city will not take payments over the phone or outside of City Hall to any staff\*\***