



CUSTOMER INFORMATION

PHONE: 867-4350 FAX: 542-3920

- **HOURS:** DRIVE-UP: 8:00AM TO 5:00PM
LOBBY: 8:00AM TO 5:00PM
Closed on Holidays, when posted.
- **BILL DUE DATE:** The 10th of each month
- **PENALTIES:** A 10% penalty will be added to your water bill if not paid by the 15th.
- **REMINDER NOTICES:** Sent out the 16th if bill has not been paid by the 15th. You can call or come in and make arrangements before the 26th, if not utilities will be shut off on the 26th. There will be a \$15.00 service charge for being on the shut off list. There will be a \$50.00 shut off and a \$50.00 reconnect fee, and after 4 PM the reconnect fee is \$100.00.
- **DEPOSITS:** If a deposit is required and you pay your bill by the 10th of the month for 6 payments, we will apply the deposit onto your account for good credit.
- **PROBLEMS:** If you have a problem with any of your services, call 867-4530. A service man will be dispatched, and there will be no charge to you.
- **AUTO-PAY:** You may sign up for automatic payment from your checking account.
- **XPRESS PAY:** Go to www.xpressbillpay.com to pay your bill online. 1-800-720-6847
- **BUDGET PAY:** This is available to you after one year of service at the same address.
- **DROP BOXES:** Payments are picked up daily, Monday through Friday, at 8:00AM.

LOCATIONS:

- **CITY COMPLEX:** 710 E Railroad Avenue (By the drive-up window)
- **EDWARDS RIGHT PRICE MARKET:** 1201 E Platte Avenue (By cash registers)
- **WAL-MART:** 1300 Barlow Road (Beside customer service)

FAMILY CENTER: Phone # 970-867-9606, Fax # 970-867-9693, Address: 411 Main Street