

## Shellsburg Utility Delinquencies and Payment Options

Each month that your utility bill becomes delinquent, it is costing you extra money. Utility bills are due the last day of the month. If they are not paid by that date a 10 % increase is added to your bill. If the bill is not paid within a week, an additional \$30 charge is added to cover the cost of a city employee placing a door hanger at your residence.

The city also has additional expenses when you don't pay your bill on time and this contributes to higher utility rates for everyone. We want to make sure you are aware of the following options:

1. You can arrange for your utility bill to be paid from your checking or savings account each month. There are no extra fees and you can discontinue the service up to 20 business days prior to the withdrawal date. This is a simple alternative to writing a check each month. You will need to fill out a form to arrange the automatic withdrawal. You can obtain the form from city hall or print it from the city website, [www.shellsburg.com/City Departments: Water and Sewer - ACH Application Form 2019 \(Checking or Savings\)](http://www.shellsburg.com/City%20Departments%3A%20Water%20and%20Sewer%20-%20ACH%20Application%20Form%202019%20(Checking%20or%20Savings))
2. You can pay your utility bill each month through an online system found on the city website. You can pay with a debit card or most credit cards. There is a 2.65% fee added to your utility bill each month you use this service. To use this option, go to the city website, [www.shellsburg.com/City Departments: Water and Sewer](http://www.shellsburg.com/City%20Departments%3A%20Water%20and%20Sewer). The link is at the bottom of the page under "Pay Utility Bills Online" (Debit or Credit Card)

Many people have their utility bill emailed to them and find this helpful. In order for this to occur you need to fill out a form and return it to city hall. The form is also available on the city website or you can pick one up at city hall.

If there are any questions about these options, please feel free to contact me at city hall.

Barbara Tracey, City Clerk

436-2954 (Extension #1)