

City of Wolfe City - Water Payment Policy

2021 update

DUE DATE:

- Bills are due on the **15th** of the month by 5:00 pm
- Payments dropped in the night slot *before* 8:00 am the next business date, are not considered late
- If the **15th** falls on a weekend or holiday, the bill is due by 5:00 pm the next business day

LATE PAYMENTS:

- Bills are late after 8:00 am the next business day after the **15th**
- Late water bills will be charged a 10% late fee.

FINAL PAYMENT DATE, ADMIN FEES AND/OR DISCONNECTION OF WATERSERVICE:

- Payments must be received no later than the **25th** of the month.
- Overnight payments can be put in the drop box. Online payments available www.wolfecitytx.org
- Payments received after 8:00 am following the **25th** will be assessed an Administrative fee for non-payment of \$70.00 and subject to disconnection whether service is physically disconnected or not. **This Administrative fee for non-payment applies to all unpaid water accounts whether the water meter was physically turned off or not.**
- The reconnection fee for disconnected water accounts after 5:00 p.m. is \$200.00

EXTENSIONS:

- Extensions are available for eligible customers. (The account must be current prior to the most recent billing cycle)
- Requests **must** be made no later than 5:00 pm on the **24th**
- Extensions may be up to 2 weeks from date of extension request.
- Extensions must be made in person by the account holder.
- Water customers are allowed 1 extension every 6 months
- An account will not be eligible for another extension for 12 months if the existing extension defaults

WEEKEND AND HOLIDAY PAYMENT POLICY APPLIES TO ALL PAYMENT DATES

Water bills may be paid by cash, check, money order, debit card or credit card in City Hall.

Online payments available @ www.wolfecitytx.org Click the blue tab "Pay Water Bill"

Employees of Wolfe City are not responsible for cash dropped in the night slot. Cash payments should be made in person only during office hours of 8:00 am to 5:00pm, Monday through Friday.

The city is NOT responsible for U.S. Mail delivery, checks in transit, and/or checks lost in transit.


Late fees will be assessed for payments received late through USPS

Failure to receive your bill is no excuse for non-payment

Approved this 9th day of August, 2021


Sharion Scott, Mayor

ATTEST:


Sondra LaFavers, City Secretary