



SALEM CITY UTILITY DEPARTMENT UTILITY BILLING AND SHUT OFF POLICY

Utility bills are mailed at the end of each month stating the current amount to be paid by the 15th of the following month. Payment may be made via online bill pay, mail, drop box, or in person at the utility office. Cash payment will need to be paid at the utility office. ACH Autopay participants will have the current amount due withdrawn from their account on the 15th of the month.

If payment is not received by the 20th, a late fee equal to 10% of the outstanding balance will be assessed and added to the following month's bill. If payment is not received within two weeks of the date it was due (15th of the month), a Past Due Notice will be mailed to the customer. The Past Due Notice will state the past due amount and the date it needs to be paid by in order to avoid shut off.

If the past due amount is not paid two days prior to the scheduled shut off day stated in the Past Due Notice, a shut off tag will be delivered and the account will be assessed a \$10 fee. If the past due amount is not paid prior to 11 a.m. on the scheduled shut off day, the utilities will be disconnected and the account will be assessed an additional \$50 disconnection/reconnection fee. No checks will be accepted on past due accounts one day prior to shut off day, shut off day, and requests for extension of payment.

Once utilities have been disconnected, the account balance must be paid in full before the utilities will be reconnected. The account balance at this point will include the past due amount, the current amount due, and all fees that have been assessed (Late Fees, Tag Fees, and Disconnect Fees).

During regular business hours, customers whose utilities have been disconnected will be required to pay with Cash, Money Order, or Credit/Debit Card only. No checks will be accepted. If the City receives payment in full during business hours, the utilities will be reconnected by 5:30 p.m. that same day.

After regular business hours, customers can call an on-call employee and schedule an appointment (up until 10 p.m.) to have the utilities reconnected. The account will be assessed an additional \$50 after hours reconnection fee. Customer will be required to pay online at salemcity.org in full with a credit/debit card (Discover, Visa, or MasterCard) prior to reconnecting the utilities. The online payment will be verified by a City employee prior to reconnection. No checks, cash, or money orders will be accepted.

No utilities will be reconnected after 10 p.m.