

PUBLIC NOTICE OF PAST DUE PAYMENT POLICY FOR WATER AND SEWER ACCOUNTS



The Town of Anthony, Texas is committed to having policies in place to encourage timely payments and provide ample opportunity to maintain an account in good standing.

Due Date - The due date is printed on each bill and is due on the 16th of each month (if the 16th falls on a weekend or Holiday, your bill will be due the next business day).

Full Payment Due - Full payment is due on the due date. No partial payments are accepted.

Past Due - If we do not receive your payment in full in our office by **4:30 PM on the 16th**, it is considered late and your account will be assessed a **\$5.00 late fee**.

Notice of Disconnect - If we do not receive your payment in full by the end of the business day on the 16th, your account will be placed on the disconnect list and you **may** receive a courtesy notice at your property. **Please keep in mind that it is your responsibility to keep your account in good standing and the absence of a notice does not in any way minimize your responsibility.**

Service Disconnection - If full payment is not received in our office by the end of the business day at 4:30 PM on the 19th of every month (if the 19th falls on a weekend or a Holiday, the next business day), your service will be disconnected, and your account will be assessed a **\$25 Disconnect Fee**.

KIOSK and Online Portal Payments

If payment is not made by the 19th of every month, the option to pay via KIOSK or Online Portal will not be available and you will be required to make payment in person or via telephone. In person payments must be made at the Anthony Town Hall, 401 Wildcat Dr., Anthony, Texas 79821. For telephone payments, please dial (915) 886-3944. Please note business hours are from 8:00 AM to 4:30 PM.

Service Reconnection - When service has been disconnected for nonpayment, the account must be paid in full before service can be restored.

EMERGENCY

After Hours Service Reconnection - If you need your water reconnected after being disconnected for nonpayment and it is **after 4:00 PM**, you will be assessed an **additional \$25.00 fee**. Please note that the **\$25.00 after hours service reconnection fee** is in addition to the **\$25.00 disconnect fee**.

Residents have the option to receive monthly bills by electronic mail. If you desire to receive your monthly bills by electronic mail, please contact Town Hall to make your request and to provide your current e-mail address. It is your responsibility to contact Town Hall and provide your current e-mail address any time your e-mail address changes.

If you have any questions regarding these policies, please feel free to call (915) 886-3944

Received and approved on July 25th, 2022 Regular Town Council Meeting

