

## UTILITY PAYMENT POLICY

Bills are due the 15<sup>th</sup> of every month.

IF the 15<sup>th</sup> falls on a weekend, we will accept payments only until 9:00 AM on the Monday following the 15<sup>th</sup>. At that time, penalties will be applied and disconnection notices will be sent out.

We offer multiple methods of payment which allow for payment even if the 15<sup>th</sup> falls on a weekend.

- Online through our website:  
<https://www.municipalonlinepayments.com/canyontx>
- We have two (2) drop boxes (one on the building and one in the parking lot to our North)
- You can come in during the week (M-F 8:00 – 5:00)
- You can call with a credit card payment (M-F 8:00 – 5:00)
- Online through your bank – if you choose this option, please allow a minimum of 10 days processing time. Your bank physically cuts and mails a check to us.
- US Postal Service – allow a minimum of 3 days for mail

If you receive a disconnection notice, the payment is due **in full** by **8:00 am** on the date printed on the notice. Disconnections will begin that same morning at **approximately 10:00 am**.

Once the disconnection list is **generated and posted**, the \$25.00 reconnection fee is due and payable **even if** your water **has not** been turned off yet.

**\*\*Historically, we have not processed disconnections for non-payment in December. However, beginning December 2016, we will process disconnections in December. The disconnections will occur the first (1<sup>st</sup>) business day after Christmas after the mail has been received and all payments processed.**

Revised 5/2016