



Utility Billing Procedures

- Utility billings are mailed during the last week of the month and are billed for the prior month (look for valuable community information in the supplemental newsletter). Payments may be mailed to the address listed on the bill or paid in person at the Chowchilla Civic Center during normal walk-in hours (8:00 a.m. – 4:00 p.m.). There is an after-hours drop slot on the front right side of the Civic Center for your convenience.
- Billings are due and payable in FULL by the first of each month and become delinquent after 5:00 p.m. on the 19th of each month. If the 19th falls on a weekend, the bill is due by 5:00 p.m. the following Monday.
- Payments received after the due date (19th) are subject to a 10% penalty. Interest charges of 1-1 ½ % per month will also be applied for each additional month of non-payment of the charges and basic penalty. Delinquent bills that remain unpaid 10 days past the delinquency date may be subject to water service disconnection and a reconnection fee. Accounts that have been disconnected will only be reconnected when all fees are paid, or other payment arrangements are made. (Chowchilla Municipal Code, Sec. 13.16.070)
- If water service disconnection is warranted, a 48-hour notice will be mailed to the customer prior to the actual shut off. If it remains unpaid or payment arrangements are not made within that 48-hour period, the water service will be turned off. At that point, a \$20 reconnection fee, along with the total amount due (and a deposit unless one is already on file) must be paid before water service is resumed.
- If you are unable to pay your bill, please call us at 665-8615 or come to the Finance Department at the Civic Center to discuss payment arrangements.
- Any changes in account status (changes and/or closing) must be requested in writing. The account holder is the only person authorized to make changes or request closure of account.
- Utility bills may be paid by cash, check, Visa, or MasterCard. Credit card payments may be made over the phone by calling 665-8615, ext. 783. Online bill payment coming soon!

RETURN OF SECURITY DEPOSIT

- If a customer has not been delinquent in twelve (12) consecutive months, any deposit or other security for said account shall be applied to customer's account. Each month, the Finance Department will apply any deposits that meet the criteria of twelve (12) consecutive months free of late fees, shut offs, or penalties.
- No interest shall be paid by the City on any such balance.