

## **ATTENTION ALL UTILITY CUSTOMERS**

### **IMPORTANT NOTICE REGARDING ONLINE & AUTO PAYMENTS**

Effective **November 1st**, online and automatic payments will **not be accepted** until our new utility billing software is implemented in **April of 2026**.

Due to our continuous issues with our current utility billing software provider the City has made the decision to discontinue the online payment system until our new software is implemented.

We sincerely apologize for any inconvenience this may cause. However, we believe this is necessary to ensure that all payments and customer accounts are processed accurately and securely.

#### **Alternative Payment Options:**

- **By Phone** – Call us to pay with a credit card.
- **By Mail** – Send a check or money order using the envelope provided with your bill.
- **In Person** – Pay at the utility window using cash, check, or credit card.
- **Drop Box** – Use the drop box inside City Hall or the outside drop box located behind City Hall.

We appreciate your understanding and patience as we work toward a better payment system. If you have any questions or concerns, please contact our office.

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