

Utility bills shall be computed, prepared and mailed or delivered so as to reach local customers approximately 10 days prior to your bill due date. Bills are due upon receipt; late fees will apply after the due date. **FAILURE TO RECEIVE YOUR BILL DOES NOT EXCUSE PAYMENT.**

If you are not at home when our technicians come to turn on your water, please ensure all faucets and water connections are turned to the off position. If the technician turns on your meter and it "spins" (which means water is running somewhere in the system), they will unlock the meter but leave it in the "off" position (**City of Crestview is not responsible for any flooding.**) To turn it on, open the meter box and turn the handle/valve 90 degrees.

The City of Crestview utility department operates on a 2-cycle billing system. Effectively, this means that half of our customer's water/sewer/garbage bills become due on the first Tuesday of every month and the other half are due on the third Tuesday of every month. If you look at your bill you will note which Route Number your home (service address) is located in. The billing schedule below which indicates which cycle you will be in (and therefore what your bill due date will be);

Billing Cycle "A" (bills due on the 1st Tuesday of each month) – Routes #13, 14, 15, 16, 17, 19, 20, 21, 22, 23, 24, 25, 26, 27 and 28.

Billing Cycle "B" (bills due on the 3rd Tuesday of each month) – Routes #1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 18, and 99.

Cut-off day for each Cycle will be the Wednesday following your bill due date (if your utility bill remains unpaid as of the 1st or 3rd Tuesday of the following month, depending on your Billing Cycle). Any account with a past due balance is subject to disconnection without additional notice.

If the **past due balance** is not received in the city utility office prior to 5:00 PM on the bill due date or 4:30 PM if paying on line (1st or 3rd Tuesday of each month, depending on your billing cycle), services will be disconnected, and a \$25.00 service charge will be assessed. A 10% late fee will also be assessed on payments received after the bill due date (1st or 3rd Tuesday of each month, depending on your billing cycle). If your account is "cut-off" for non-payment, service will not be re-established until the full balance on your account is paid, plus any accrued late fees, plus the \$25.00 service charge. **At this point, payment of the \$25.00 service charge cannot be made on line.** Any accounts which are shut off for non-payment twice in a 12-month time frame, shall be required to pay an additional deposit in an amount equal to the initial deposit. This supplemental deposit shall be in addition to any previous deposit, late fees or service fees.

It shall be unlawful for any person to make or cause to be made any unauthorized connection to the city water or utility system, to restore service without first complying with the provisions set forth in the city ordinance, or to mutilate, tamper with, or alter, in any intentional manner, any part of the city water or sewer system. Such violation of this Code or Ordinance may be punishable by a fine not to exceed \$500.00, or by imprisonment for a term not exceeding 60 days, or by both. Each day any violation of any provision of this Code or of any ordinance shall continue shall constitute a separate offense.

Payments can be made after hours at the silver utility drop-box located at 198 North Wilson Street. However, payments placed in this box after **3:00 pm will not be processed** until the next business day. **Late fees will apply to Payments placed in drop box after 3:00 pm on the Due Date.** Office hours are 8:00 AM to 5:00 PM, Monday through Friday.

We accept cash, checks, money orders and VISA or MasterCard credit cards. A \$25.00 NSF fee will be assessed on all checks returned from your bank for non-sufficient funds. This will be in addition to the amount of the check, any late fees accrued as a result, and any service charge for reconnection (if applicable). NSF checks may cause your account to become a "cash" only account.

If you wish to pay on-line, you can establish an account by going to www.cityofcrestview.org. You will need your "due date," as well as your account number with the "- "included (i.e., "12345-67890") to set up your account. Auto pay is also available with credit, debit cards or checking account.

For account information, please call 850-682-6131. Our address is 198 North Wilson Street, PO Box 1209, Crestview, FL 32536.