

UNDERSTANDING YOUR BILL:

- A 10% penalty will be added to current charges if not paid in full by the 20th of the month.
- Payments must be received by 4:00pm on the 20th of the month (or the next business day if the 20th falls on a weekend or holiday) to avoid penalties.
- Payments are posted the **date received** in our office – **Not** by the postage date or check date.
- Failure to receive your bill does not excuse penalty or payment.
- Unpaid bills will result in water service shut off and a \$50.00 reconnection fee.
- \$35.00 fee for returned checks.
- **If you are moving**, our office **MUST** be notified. If you move without notice the account will remain in your name and you will be responsible for all charges.

Service requests after 3:00pm will be conducted the next business day.

PAYMENT OPTIONS INCLUDE:

- In person at the Administration Building, 98 South Buckeye Street. Please bring this bill when paying in person.
- After hours, use the night drop box located inside the front door of the Administration Building.
- We accept Checks, Money Orders and Cash
Do not pay with cash when using the night drop or mailing payment.





VISIT OUR WEBSITE at www.crooksville.com to view Current Rates.

On our website you will also find the link to register to view your Crooksville Utility Bill On Line.

Our Direct Pay Option gives you the peace of mind of knowing your Crooksville Utility bill is paid on time. Stop in our office to sign up for this free service.

HIGH USAGE?

- Check ALL toilets and faucets.
- **Leaky toilets and faucets are the biggest cause of wasted water resulting in large water bills.**
- Leaky hot water faucets result in water and heat loss.

LEAK THRU FOLLOWING DIA. AT 60 PSI	WASTE PER MONTH
 1/4"	339,833
 1/8"	98,667
 1/16"	24,667
 1/32"	6,167

ACCOUNTS WITH A PREVIOUS BALANCE:

- If there is a previous balance **amount listed** on your bill, it must be paid immediately to **avoid termination of water service.**
- **Termination of service may occur anytime on or after the 15th of the month if your bill from the previous month was not paid.**
- Once termination of service occurs, you must pay the past due amount in full plus a \$50.00 reconnect fee to have service restored.
- **PREVIOUS BALANCES ARE SUBJECT TO SHUT OFF REGARDLESS OF THE DUE DATE FOR CURRENT CHARGES.**

TO UPDATE YOUR ACCOUNT:

Please Make Changes Below:

Name: _____

Mailing Address: _____

City: _____ ST: _____ Zip: _____

Telephone: _____

Email: _____

Email addresses will be kept confidential and will not be sold to any third party.

To help us serve you better, please:

Make Checks Payable to:
Crooksville Utility Billing

Write your account number on your check

Don't forget to sign your check

Please do not staple checks to bill stub