



City of Clarence

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CITY OF CLARENCE UTILITY BILLING POLICY

Renter Deposit: A Deposit in the amount of \$100 is required from all rental property utility accounts unless the landlord requests in writing that the account remain in his name. The deposit may be transferred when moving to a new location within the city provided that the previous account is paid in full. The deposit will remain on file until the account is closed. The deposit on file will be applied to the final account balance and any remainder will be refunded to the account holder.

Billing Process: Bills are mailed on the first business day of the month. All payments must be received in City Hall by the close of business, on the date due shown on the bill to avoid the penalty. A Reminder Notice will be sent by regular mail to all past due accounts providing a minimum of five days to pay amount due, including penalty amount, before shut off day. This notice will include notification of shut off date and notice of right to hearing. If payment has not been received in City Hall before the time the office opens at 8:00 a.m. on the shut off day listed on the notice an attempt will be made to shut off the water. A reconnect fee will be added to the account, even if the water was not actually shut off, for any account not paid by the shut off date. If the shut off valve does not function the water meter may be pulled or the shut off valve may be located and replaced at the property owner's expense.

Once the water service is shut off it will not be turned on until all past due amounts including penalties and reconnect fee are paid in full. Deposits for rental property accounts that have been shut off and have not responded will be used toward the balance and any remaining balance, including penalties and fees must be paid as well as another \$100 deposit to restore water service.

Final Bills: Final bills for water and sewer charges will be prorated using the city software, all other fees will be for full monthly charge. Account holder must notify city clerk of date to have final meter reading done and provide forwarding address if applicable.

Automatic Payments (ACH): Customers may sign up to pay their utility bill automatically from their checking or savings account. Forms may be obtained at City Hall.

Payment Arrangements: No payment arrangements will be allowed.

Miscellaneous: Checks or Money Orders should be made out to the City of Clarence for the exact amount due, unless paying extra on the bill. The City does not give change back on checks or money orders. Water shut off valves are to be maintained by the customer or property owner.

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