

City of Jefferson Utilities Frequently Asked Questions

Q. What will you do with my deposit?

A. The City requires that all customers pay a deposit of \$120.00 to begin service. The only exception to this rule is if you **currently own** other properties inside city limits that are in good standing. Property owners will receive their deposit back as a credit on their account after twelve months of consecutive on-time payments. Renters' deposits will be applied to their final bill.

Q. How often will I be billed?

A. The City of Jefferson bills monthly. When you receive your bill it is for services from the month before. Example: The bill that you receive the first of November and is due November 25th is from water/sewer that was used during the month of October.

Q. How do I pay my bill?

A. You may mail your payment to PO Box 83, put a payment in the drop box located in the parking lot of City Hall, hand deliver your payment to City Hall during business hours (8:30am-5:00pm), call a payment in over the phone with a Visa/Mastercard/Discover, or pay online at Xpressbillpay.com.

Q. Is there a grace period?

A. No. Bills are sent out no later than the 5th of every month. Staff collects any payments thru the drop box and at the post office on the business morning following the 25th. Those payments are posted to the appropriate accounts. After that posting, a penalty of 10% of the delinquent amount is added to each account. Delinquent Notices are sent out on the 26th stating that you have 10 days to get your payment in or else door hangers will be issued and then the following day shut off will happen.

Q. How does the City figure sewer charges?

A. Sewer charges are based on each customer's water usage. If 5,000 gallons of water is used, then 5,000 gallons of sewer is charged. During the summer months of June thru October; sewer charges will be based on the average winter usage.

Q. I will be gone for a month on vacation. Will I still be charged for service?

A. Yes. The City has minimum base rates that are charged monthly regardless of actual usage and/or occupancy.

Q. What other charges should I know about?

A. The City has the following misc. charges: \$10.00 for a 24hour door hanger, \$25.00 restoration fee for service that has been terminated due to non payment, \$50.00 fee anytime water is turned on by anyone other than the Public Works Department, \$25.00 returned check fee. The City does not charge for turning on/off water for repairs, requesting that the Public Works Department look at a possible problem, or mailed delinquent notices.