

## City of Powell Utility Customer Information

The City of Powell bills in arrears meaning your bill will reflect usage that occurred in a previous time period. You should receive your first bill by \_\_\_\_\_ 25<sup>th</sup> and your first bill will be due \_\_\_\_\_ 10<sup>th</sup>.

**All bills are due by the 10<sup>th</sup> of the month.**

### Ways to pay your bill

- Free and automatic, you can sign up to have your bill amount automatically deducted from your checking or savings account by ACH on the 10<sup>th</sup> of each month (or following business day if the 10<sup>th</sup> is on a weekend or holiday).
- Mail your payments by check or money order to City of Powell, 270 N Clark Street, Powell, WY 82435
- Drop Box in alley behind City Hall (check or money order only – NO CASH)
- In person at City Hall by cash, check, money order, credit or debit card\*
- Online by credit or debit card\* at [www.cityofpowell.com](http://www.cityofpowell.com)
- Automated phone payments by credit or debit card\* by calling 855-895-6919
- Automatic by credit or debit card\* by signing up online

***\* All card transactions (credit and debit) are charged an additional 3% processing fee (\$2.00 minimum) by the credit card processing company. The city does not retain any portion of this fee.***

### Residential Garbage Pickup

- Alley Containers are picked up every Monday and Thursday and are shared containers.
- Rollout Containers are picked up every Tuesday and Friday. The container needs to be over the curb with nothing blocking it by 8:00 AM.

### Power Outage or other disturbance in services

If you experience a power outage or other issues with your services, please call City Hall at 754-7263 during regular business hours (M-F; 8AM-5PM) or the non-emergency Police Department at 754-2212 after hours.

### Deposit

Your deposit will be held for one year, as long as you have good payment history in that first year, your deposit will be credited to your account. If you terminate services prior to one year, the deposit will be applied to your final bill, and the remainder will be mailed to you. No deposit shall earn interest.

### Moving

It is your responsibility to notify us **before** you move, so a final read can be completed. We are unable to back date a meter read, so you will be responsible for all usage up to the termination date provided. A \$25.00 move fee will be assessed on your first bill of the new address. If you are moving off our service, we ask that you provide a current address in order to deliver a timely final bill and/or a deposit refund. Balances that remain outstanding more than 30 days, will be turned over to a collection agency and may affect your credit.

### Utility Rates

Current rate information is available at City Hall or on online at [cityofpowell.com](http://cityofpowell.com). Utility rates are subject to change.

### Late and Delinquent Accounts

A penalty or late fee of \$15.00 or 2% of the past due amount, whichever is greater, will be charged when an account is 5 days past due. A delinquent notice will be sent when an account is 15 days past due. Services will be disconnected and a Delinquent Account fee of \$50.00 will be charged when an account is 30 days past due.