



City of Greenleaf

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Memorandum

Date: 01 December 2019
To: Whom it may concern...
cc:
From: Lee C. Belt, City Clerk
RE: UTILITY BILLING POLICY REMINDER

Greetings!

This memo provides some quick reminders of key points in the city's utility billing policy:

- Utility bills are due after generation at the end of the month, and past due on the 20th of the month following.
- If not paid by the 20th, then the account is subject to disconnection for non-payment (typically potable water is turned off).
- If not paid by the 20th and the account is disconnected for non-payment, then \$28.00 in disconnect / reconnect fees are applicable.
- If not paid by the 20th, an \$8.00 penalty is applicable.
- City Staff makes phone calls before turning off potable water. Please keep your phone number current with the city.
- City Staff can send a reminder e-mail before the 20th of the month. Please let the city know if you would like reminder e-mails, and provide an e-mail address for your account.

Please contact the city using the contact information given above if any service issues occur.

The city provides potable water from deep wells that test high in manganese and iron. The chlorine added into the distribution system to prevent bacterial growth may interact over time to pull the minerals in the water out of solution. This typically results in discolored water but could also result in a sulfur odor. Please notify the city if this occurs so that the city can take steps to correct the issue. City staff typically doesn't know you are experiencing an issue until you make contact to let staff know...

Respectfully submitted,

LCB

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