



# CITY OF TOPPENISH

21 West First Ave, Toppenish WA 98948

Phone: 865-2080 FAX: 865-3864

**Monday thru Friday 8:00 AM to 5:00 PM**

## UTILITY BILLING SCHEDULE

- ▶ Utility bills are mailed on the last working day of each month.
- ▶ Utility bills are due and payable on the first day of each month.
- ▶ Utility bills not paid by 5:00 PM on the 15th of each month become past due. A \$10.00 late fee will be added to the account. When the 15<sup>th</sup> falls on a Saturday or Sunday, the account will become past due on the following Monday.
- ▶ Delinquent notices are mailed on the 16th of each month to all customers who have an outstanding balance of \$10.00 or more.
- ▶ Accounts not paid by 5:00 PM on the 22nd of the month are delinquent. After 5:00 PM the water service is subject to be disconnected and a \$20.00 Administrative Fee will be added to the account. All past due and current charges must be paid in full before water service is restored. When the 22nd falls on a Saturday or Sunday, the account will become delinquent on the following Monday.
- ▶ Once the water has been turned off, per TMC 13.16.060, only City of Toppenish personnel are authorized to turn the water back on. Once the account has been paid in full, the water service will be turned on within 24 hours. Any water service turned back on by anyone other than a City of Toppenish employee will be shut off again and the meter will be locked. The account will be charged a \$40.00 Lock Fee.
- ▶ The City **does not grant extensions** for utility account payments. Per TMC 13.16.060 all utility bills must be paid by above schedule.
- ▶ Payments can be made at City Hall during normal working hours or can be deposited in the City's Utility Drop Box located at City Hall or pay online at [www.cityoftoppenish.us](http://www.cityoftoppenish.us) for your convenience.
- ▶ Water services are turned on Monday thru Friday between 8:00 AM and 4:45 PM. At the customer's request, water services can be turned on after working hours for an additional fee of \$110.00 due at the time of the request.

City Manager 865-6319

Police 865-4355

Finance/City Clerk 865-2080

Fire/Code Enforcement 865-3111

Recreation 865-5150

Planning/Building Inspections 865-7318

Public Works/Parks 865-4500

**Go Green - Pay Online**



*Less Clutter, Better for the Environment*

Pay online 24/7 at [www.cityoftoppenish.us](http://www.cityoftoppenish.us)



**\*Service fees apply**