Cut-off:

Customers that have an outstanding balance for the previous month must make payment prior to the cut-off date and time to avoid having service interrupted. The date for cut-off is posted on the homepage in the [OPERATIONS UPDATE] box as well as the bill (left hand side, about halfway down) and the delinquent notice (second notice). On-line payments must be processed by midnight the day prior to cut-off. Credit card payments over the phone and in person at the office are accepted through 4:00 pm on the day of cut-off. The Authority’s payment options are illustrated under the [FAQ] page, under [ACCOUNTING QUESTIONS], “What methods are available to pay my bill?”

Once the account is in cut-off status, you will be required to pay your balance in FULL plus a $50 cut-off fee. Upon payment of your outstanding balance plus the $50 cut-off fee, your account will be returned to good standing.

If payment is made by check to avoid cut-off and the check is returned for any reason, then the account is cut off upon notification from the bank. You will be required to pay your balance in FULL plus the $50 returned check fee plus the $50 cut-off fee. Upon payment of your outstanding balance and fees, your account will be returned to good standing.

Penalty:

To avoid having a 10% penalty added to your bill, payment must be posted to your account prior to the date and time listed as the “penalties” in the [OPERATIONS UPDATE] box. On-line credit card payments must be posted by midnight the day prior to the penalty date.

Billing Information:

- The minimum tenant deposit is $150.00. Customers with a history of delinquency will be required to post a higher deposit. The residential deposit policy is illustrated on the homepage in the [ACCOUNTING & BILLING] box under the article titled “Residential Deposit Policy”.
- The $25.00 account setup fee will be applied to an account each time the name on the account is changed. This includes each time an account is changed from a tenant back to the landlord.
All accounts in cut-off status for non-payment will be terminated five (5) business days after cut-off and the deposit applied. To reestablish the account after the fifth day, a new account, with all new documentation, $25 account set-up fee, $50 cut-off fee and new security deposit will be required prior to reactivation.

- The return check fee is $50.00.
- The credit card convenience fee is $3.95.