



# City of Tombstone

## Utility Bill Payment and Shut Off Policy

We at the City of Tombstone value your patronage and strive to provide our citizens with efficient and reliable utility services. We want to ensure that you're informed about our billing process and what to expect if you have an overdue payment. Please take a moment to review the following information. If you have questions, please reach out to City Hall at 520-457-2202 or Public Works at 520-457-3415.

### What customers need to know:

#### Billing Schedule:

- Utility bills will be mailed out no later than second week of the month
- Payment is due on the last business day of the month.

#### Payment Options:

- Payments are accepted at City Hall via phone or in person.
- Payments can also be mailed to the address on the bill.
- Any payments made after 4pm, will be posted the next business day.

#### Past Due Accounts:

- Customers with accounts that are fifteen (15) days past due, will receive a **SHUT OFF NOTICE** by mail.
- If a notice is received, the customer will have ten (10) calendar days to pay the **PAST DUE** amount.
- Those customers that haven't paid after the mailed letter was sent; a notice will be **HAND DELIVERED** to the servicing address.
- The customer will then have one (1) business day to pay the **PAST DUE** amount prior to shut off.

Below are frequently asked questions to provide additional information to our customers.

Q: What should I do if I receive a shut-off notice?

- Customers who receive a shut-off notice from the City should call or visit City Hall to pay the PAST DUE balance noted.
- Any payments received AFTER 4pm will be processed the next business day.

Q: What if I'm unable to pay the PAST DUE amount?

- The City of Tombstone understands any and all financial situations and are here to help. Please call City Hall at 520-457-2202 or Public Works at 520-457-3415 to make payment arrangements.

Q: Are there requirements for making payment arrangements?

- Yes, there are a couple of requirements that need to be met in order to qualify for payment arrangements.
  - Payment arrangement hasn't been made and broken within the last 6 months
  - Last payment hasn't been returned from the bank as insufficient funds

Q: Will I receive any other communication prior to shut off?

- Customers that haven't contacted City Hall or paid after the second shut off notice will receive a courtesy phone call the day before shut off. Please ensure that the correct phone number is on file with the city.

Q: If my water is shut off, will I be without water over a weekend or holiday?

- No. The City will never shut off water on a Friday or a day before a holiday.

Q: Will I be charged a late or turn on fee if my water is shut off?

- A \$25.00 turn on fee will be applied to the PAST DUE balance for turn on, unless other arrangements have been made.

Q: Once I pay my bill or make arrangements after shut off, when will services be restored?

- Services will be restored same day if payments or arrangements made before 3pm.
- Any arrangements or payments made after 3pm, may result in water being turned on the next business day. (Excluding weekends and holidays).

Q: What happens if my check is returned from the bank due to insufficient funds:

- If a check is returned due to insufficient funds, your account will be charged the amount of the check along with a \$25.00 fee. Your account will also be at risk of becoming delinquent.

The City of Tombstone hopes that this information is helpful in clarifying our billing and payment procedures. If you have any questions, please reach out to City Hall at 520-457-2202 or Public Works at 520-457-3415.

Thank you for being a valued City of Tombstone resident and utility customer.