



UTILITY BILLING Q&A

When is my bill due?

If you are on **cycle 1** your bill is due on the **10th** of each month.

If you are on **cycle 2** your bill is due on the **25th** of each month.

If you are on **cycle 3** your bill is due on the **25th** of each month.

If you are on **cycle 4** your bill is due on the **10th** of each month.

What will the City of Alachua bill me for?

Your monthly utility bill will be a combined statement consisting of charges for **Electric Usage**, **Water Usage**, **Sewer Service**, **Refuse Service**, **Mosquito Service** and **applicable taxes**.

What payment options are available?

PAY ONLINE -

Use the Account information system to pay online when and where you choose. All you need is your City of Alachua customer account number, your credit card or debit card. You have the flexibility to use this every month or once in a while, and you can be assured that your payment will be securely process.

**A convenience fee is assessed by a credit card payment processing vendor or company to accept and process a credit card payment for you, the customer, in payment of a billed charge or service which has been provided. The City of Alachua does not receive any portion of the convenience fee.*

SIGN UP FOR AUTOMATIC MONTHLY PAYMENT PLAN -

Participate in the Automatic Monthly Payment Plan which allows your payment to be withdrawn from your specified bank account. Your bill is always paid and always on time, so it's one less thing for you to worry about and best of all it's FREE! Print an **Automated Payment Authorization** form, complete and return to City Hall.

Please note that the Automatic Monthly Payment Plan is **not for making an immediate payment**

PAY AT CITY HALL -

Pay at the counter or drive-thru window located at 15100 NW 142nd Terrace, Alachua, FL 32615 during working hours (7:30 a.m. to 6:00 p.m., Monday through Thursday). Cash, check and money orders are accepted. Pay at the “**Drop Box**” located in the drive-thru at any time. However, your payment may not be credited to your account until the next business day. Remember to include the billing statement to assure the payment is credited to the correct account.

PAY BY MAIL -

Pay by mail and don't forget to include the bill statement stub to assure payment is credited to the correct account. Mail to PO Box 9, Alachua, FL 32616-0009.

What if the due date falls on a weekend or a holiday when City Hall is closed?

If the date your bill is due is on a weekend (Saturday or Sunday) or a Holiday when City Hall is closed, the due date is extended to the first business day after the due date.

When do I get charged a late fee and how much?

A late fee is imposed at the close of business on the date the bill is due. The amount charged is 10% on the balance of the current charges due.

Can I get an extension on the payment of my utility bill?

The City may extend the date upon which a utility bill is due and payable. Payment extensions must be requested and approved prior to the customers scheduled disconnection date. If the payment for which an extension has been granted is not received when due, the services will be disconnected.

What happens if I have a check returned for non-sufficient funds?

A service charge in the maximum amount authorized by F.S. § 166.251 shall be made for each check to the City which is returned by a bank because of insufficient funds in the customer's account to cover the amount of such check. If any check, draft or other order for payment is returned to the City as being dishonored, whether for insufficient funds in the account, or if the account is closed, or for other reason, the customer shall receive a twenty-four hour notice to compensate for said check, draft or other order of payment. If customer does not compensate for said check, draft or other order of payment, service shall immediately be discontinued until payment is made by cash, money order or cashier's check.

Non-Sufficient Funds Checks

The maximum allowed number of checks, drafts or other order for payment drafts or other order for payments returned for insufficient funds is **three**. Any customer accruing three dishonored checks, drafts or other order for payments for insufficient funds shall be required to pay subsequent utility bills by cash, money order or cashier's check.

When can I write checks after being on "cash only" status?

Any utility customer who has been required to pay utility bills by cash, money order, or cashier's check, due to excess returned checks, will be permitted to pay by check once he has maintained a satisfactory credit rating. A satisfactory credit rating shall be defined as non-payment disconnects, and not more than one late notice within the two year period.

When will my service be disconnected if I fail to pay by the due date?

Utility services are subject to disconnection on the day the account becomes delinquent, which is the close of business seven days after the due date. The exact cutoff date and time is printed on the bottom of your bill each month because the exact date will vary.

Can I still make a payment online if my utility services have been disconnect or are scheduled for disconnection?

Yes, however, you will need to call the Utility Billing Department at (386) 418-6110 during normal business hours (Monday through Thursday, 7:30 a.m. through 6:00 p.m.) to ensure that you have paid the correct amount. On the scheduled disconnection date your account will be subject to service fees as well as a possible deposit which may or may not be reflected in your current online balance.

How much will it cost to get utility services reconnected after disconnection for non-pay?

In the event that your utility services have been disconnected more than one time for non-payment, you may be required to pay an amount equal to *double your required deposit or double the amount of the customer's highest bill during the prior six months, whichever is greater*.