

## **PAYMENT OF YOUR BILL**

**By Mail:** Please enclose the bottom portion of your bill with your check or money order in the enclosed envelope. To ensure proper credit, please write your account number on your check.

**In Person:** Our office is located at 150 E. Monroe Street. We accept cash, check, money order, Visa or Master Card.

**Bank Draft:** If you would like your utility bill automatically drafted from your checking account on the 3<sup>rd</sup> of each month, please fill out our form and return it to our office along with a VOIDED check. Forms can be found online at [www.wytheville.org](http://www.wytheville.org) or in our office.

**Online:** Online payments can be made at [www.wytheville.org](http://www.wytheville.org). Under the Departments tab, along the top of the page, click on Treasurer's office. Then, select Online Payments in the list along the left hand side. Follow the link to [www.officialpayments.com](http://www.officialpayments.com). A convenience fee will apply.

**Drop Box:** The drop box is located on the front, right hand side of the Town Municipal building, along 1<sup>st</sup> Street. Payments placed in the drop box after 8:00 a.m. will be processed the next business day. Please include the bottom portion of your bill with your payment. Envelopes are provided at the drop box for your convenience.

## **PAYMENT TERMS**

**When Bills are Due:** All utility bills are due and payable on or before the due date. If you feel that your bill may be incorrect, please contact the Town Hall, at the number listed above, immediately upon receipt.

**When Bills are Past Due:** An account is considered past due if payment has not been received in our office by 5:00 p.m. on the due date, unless payment has been mailed and is postmarked as of the due date or before, or payment is placed in the drop box before 8:00 a.m. on the date following the due date.

**Late Payment Penalty:** Any amount that is unpaid and considered past due, as defined above, will be assessed a 10% penalty. No second notice is required.

**Cutoff Date:** Any account for which payment has not been received in our office or in the drop box by 8:00 a.m., on the date immediately following the cutoff date, will be subject to disconnection. Extensions of time to make payment will not be given. In order for service to be reinstated on the same day as payment is made, payment must be received by 4:30 p.m. on that day. Reconnection will be conducted in the order in which payment is received. All past due amounts plus any other fees associated with disconnection of service for nonpayment must be paid in full before service will be reconnected.

**Returned Checks:** There is a \$25.00 fee for all returned checks.

The Town of Wytheville is not responsible for failure of the U.S. Postal Service to deliver bills. Failure to receive a bill by mail does not relieve responsibility for timely payment, the application of penalty, or prevent service disconnection.