

## Water Billing & Payment Plan FAQs

### **Q: What if I can't pay the full amount on my bill due to back billing?**

**A:** The city is offering all residents a **grace period** until August 31<sup>st</sup>, 2026 (8/31/26). You have until August 31<sup>st</sup> to pay your back-billed amount in full. Current monthly usage charges must still be paid by the due date on your bill. The grace period applies to charges incurred during the cyber incident.

### **Q: My account is on autopay. Will this affect the payment plan?**

**A:** Yes. The city is temporarily **disabling autopay** to prevent unintended full payment of balances. If you choose to re-enable autopay through the payment portal, please note that **any remaining balance on the account will be processed in full.**

### **Q: Will water bills accrue late fees?**

**A:** No. There will be **no late fees** on water bills for the duration of the grace period.

### **Q: Will the grace period be shown on my bill?**

**A:** No. Grace period information will **not** appear on your bill. However, your first bill of the year will include an informational page about the grace period.

### **Q: How can I tell which charges are from the cyber incident and which charges are for monthly usage?**

**A:** On your first bill of 2026, “current charges” shown will be an accurate depiction of your usage over the course of the cyber incident. In the bills that follow, cyber incident charges that are subject to the grace period will be moved to the “past due” portion of your bill.

### **Q: Will my water be shut off if I don't pay?**

**A:** You're only subject to shutoff if you cannot pay your balance from the cyber incident, before August 31<sup>st</sup>, 2026. AFTER your first bill of 2026, if the required monthly payments (found under “current charges”) are not made, the City will shut off water service.

### **Q: Why does my first bill show both “Current Charges” and “Amount Past Due?”**

**A:** If your first bill in 2026 shows a “Past Due” Amount, your account had an outstanding balance from prior to the cyber incident. Customers whose first bill of 2026 shows a “past due” amount must pay that amount in-full or be subject to shutoff.

**Q: Has the city read my meter?**

**A:** Yes, we have accurate meter readings for each account. The amount you're paying is based on the actual amount of water you use. This is **NOT** an estimate.

**Q: I have continued to make payments throughout the cyber incident; will those payments be reflected on my bill?**

**A:** Yes, any payments made to your account during the cyber incident have been accounted for in your latest statement.

**Q: Where can I pay my bill?**

**A:** Payments can be made:

- Through the **online payment portal**
- **In person** at the City Building (8:00 a.m. – 5:00 p.m.)
- Via the **drop box** located outside the City Building
- Mailed payments via USPS

**Q: What is invoice cloud?**

**A:** Invoice Cloud is an online resource for you to view and pay your utility bill. This online method of payment is fast, easy, safe, secure and eco-friendly.