

City of Shamrock

116 West Second Street • Shamrock, Texas 79079

To: City of Shamrock Utility Customers

Re: Utility Billing/ Fees Assessed Policy

Effective September 1, 2021 the following policy/procedures will be followed monthly to assess utility billing and fees assessed to customers:

- (1) Utility payments are due on or before the 10th day of each month. On the 11th day of the month at 8:00 am, late fees will be assessed, and late notices prepared and mailed out. Should the 10th day of the month occur on a Saturday or Sunday, the late fees will be assessed at 8:00 am on the following Monday morning, and late notices prepared and mailed out.
- (2) Utility payments not received by the 20th day of each month will be considered delinquent. On the 21st day of each month at 8:00 am the termination/cutoff list will be prepared, and services will be disconnected on this date. Should the 20th day of the month occur on a Saturday or Sunday we will honor the Monday after this date and then prepare the cutoff list and disconnect services on Tuesday. Reconnect fees will be assessed, and any service turned back on by the customer will be assessed a self-connect or tampering fee of \$100 for first offense and \$200 for any offense thereafter. Only City employees can reconnect service after customer has been disconnected for non-pay.
- (3) All monthly water meter readings and required rereads shall be completed during the time period of the 10th through the 15th of each month.
- (4) Utility bills will be prepared and mailed out each month between the dates of the 24th to the 26th,

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