



TOWN OF HUACHUCA CITY

OFFICE OF THE TOWN MANAGER
500 N. Gonzalez Blvd. Huachuca City, AZ 85616
520-456-1354 - Fax 520-456-2230 –
mwilliams@huachucacityaz.gov

Press Release

July 16, 2018

Subject: Utility Billing Notification

Effective August 1, 2018, Huachuca City utility customers will no longer receive a ten-day delinquent notification. Huachuca City mails out hundreds of ten-day notices monthly, at a cost to the town. In an effort to reduce these costs, the Town will no longer mail out a ten-day delinquent notice beginning August 1, 2018.

Customers will still be assessed a ten-day late fee of 10% on the 10th day of the month. Customers with bills that are not paid by the 25th of the month will receive a five-day disconnect notice via a door hanger at their residence. During these five days citizens may contact town hall to make arrangements on their bill. If no arrangements are made during those five business days, utility service will be disconnected on the 30th day of the month for non-payment. Citizens may pay their bill online anytime through Express BillPay.

Here's the monthly utility billing calendar using July-August 2018 as an example:

- **July 25th**- Meters are read for July usage. Five-day door hangers are hung on homes with delinquent bills from the previous month(s). Utility customers have five business days to make payment arrangements or utility service will be disconnected due to non-payment.
- **July 30th**- Delinquent utility bills who have not made payment arrangements will be disconnected. All utilities must be paid in full for reconnection.
- **August 1st**- Utility bills are sent out to utility customers. Customers can pay online at any time with express bill pay.
- **August 10th**- Unpaid utility bills are assessed a 10% late fee. No 10-day notice will be mailed out.
- **August 25th**- Meters are read for August usage. Five-day door hangers are hung on homes with delinquent bills. Utility customers have five business days to make payment arrangements or utility service will be disconnected due to non-payment.

Questions, please contact Huachuca City Town Hall at 520-456-1354.