



UTILITY BILLING

REINSTATEMENT OF LATE FEES

Frequently Asked Questions

1. Why is the City of Glenn Heights reinstating the late fees for water bill payments?

On June 1, 2021, The Glenn Heights City Council approved Resolution R-16-21, to end the moratorium on water bill payment late fee collection which was implemented at the onset of the Covid-19 pandemic in March 2020.

2. How much is the late fee?

The late fee is \$25 or 15% of the total balance, whichever is greater of the two fees. This is consistent with the pre-pandemic fee.

3. When will the late fee charge be applied?

The assessment of late fees will resume on the **June 2021 billing statement** which will be due on July 15, 2021. The bill will be mailed in late June.

4. How will I know if I will be put on a payment plan?

If you have any past due bills, then you will automatically be placed on a payment plan to bring your account to a current state.

5. How long will I have to pay if I get put on a payment plan?

Accounts with past due balances as of June 1, 2021 will be placed on (1) of (2) payment plans:

- a. Accounts with past due balances of **less than \$1,000** will have **six months** to pay the past due balance. The past due balance will be paid in **6 equal payments**. The payment plan AND payment amount will be added to your utility bill. The amount due for each month will be the current bill **plus** the payment plan payment.
- b. Accounts with past due balances **greater than \$1,000** will have **twelve months** to pay the past due balance. The past due balance will be paid in **12 equal payments**. The payment plan AND payment amount will be added to your utility bill. The amount due for each month will be the current bill **plus** the payment plan payment.

6. Do I have to opt-in to be put on a payment plan?

Utility customers are **not required to opt-into a payment plan**. The payment plan, as well as your payment amount, will be **automatically added to your bill** and applied to your account. If you can make larger payments to reduce your



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balance quicker than the established payment plan, then you are permitted to take this action. Customers also have the **option of paying** outstanding **balances in full**.

7. What does **CONTRACT** on my bill mean?

The **CONTRACT** language refers to the payment plan that you will automatically be placed on to bring your account to a current status.

If you have additional questions, please call Utility Billing at 972.223.1690 x120, x121 and x122.