



Utility Billing and Payment Policies

Welcome to the City of Wendell. The following information is provided to help you understand the City's water, sewer, garbage billing and payment procedures. Please read the information carefully and don't hesitate to ask our city staff for clarification if you have any questions.

Accounts are billed by the 1st of every month. As of October 1st, 2014, the minimum billing for residential water inside the City limits is \$17.00, increasing from that amount depending upon water usage and billed at \$1.00 per 1000 gallons used.

Minimum billing for residential sewer is \$19.31 per month and \$32.19 for sewer bond repayment.

Garbage is billed at \$7.55 monthly and picked up early Tuesday mornings. Extra cans are billed by PSI and you would need to call them to make arrangements if you need more than one garbage can. ONLY cans supplied by PSI will be picked up. PSI can be reached at (208) 733-4441.

Commercial accounts have different rates and our staff will be happy to discuss those rates with you.

Unfortunately, the city cannot accept responsibility for late or non-delivery of utility bills by the Post Office. If you have not received your bill by the 5th of the month, please contact our office at (208) 536-5161 to check your account status.

Utility bills are past due if not paid by 5:00 pm on the 20th day of the month, including when the 20th falls on a holiday or weekend. **POSTMARKS ARE NOT ACCEPTED.** At 8:00 am on the 21st day of the month a 10% penalty will automatically be applied to all unpaid balances. NO phone calls will be made to remind you of a past due account.

Water **service will be disconnected** beginning at 8am on the **LAST BUSINESS DAY** of the month. A \$25.00 shut off-reconnect charge will be added at the time of shut off.

The City of Wendell has a payment drop-box available located at 375 1st Ave. East. Payments left in the City drop box are collected through out the day.

IMPORTANT NOTICE FOR LAST DAY UTILITY PAYMENTS: If you are making payment on or near the deadline, we recommend you deliver your payment to City Hall payment window and wait for a receipt. This is your proof that the payment was received by the City prior to the deadline. For further information we encourage you to contact us at (208) 536-5161.