

IMPORTANT CHANGE BEGINS **DECEMBER 1, 2015**

LATE/SECOND NOTICES WILL BE **DISCONTINUED**

In a continuing effort to maintain and control costs, the City of Whitehouse City Council chose to **DISCONTINUE** the mailing of **LATE NOTICES**.

Beginning December 1, 2015, the City of Whitehouse utility accounts that reflect a balance after the 10th of each month by 4:30 p.m. will be assessed the regular 10% late fee; however, the customer will no longer receive a **LATE/SECOND NOTICE** as stated above.

The new December 1, 2015 procedures are as follows:

- Billing will occur and statements will be mailed by the last working day of the month.
- A customer's bill is due upon receipt and will become delinquent if not paid by the 10th of the month by 4:30 p.m.
- After the 10th of each month a 10% penalty will be added to all delinquent accounts. **No reminders will be sent.**
- Any account not paid by the 20th of each month with the 10% penalty by 4:30 p.m. will incur a \$50 additional late fee and will be subject to immediate disconnection on the 21st with **no further notice.**