

PAYMENT OPTIONS

ONLINE: Pay by debit or credit card at: <https://www.fastgovpay.com/caddomills/clerk/utilities> (3.5 % fee)

ACH: Pay by automatic bank draft. Obtain an authorization form from our website or at the office.

MAIL: Pay with check or money order. Return bottom portion of bill with payment to City of Caddo Mills, PO Box 490, Caddo Mills, TX 75135. (An envelope is provided with your bill.) Mail your payment 10 days prior to the due date. Payments received after the due date will be charged a \$25.00 late penalty.

BANK: Pay via your financial institution's online bill payment service but do so at least 10 days prior to the due date.

IN PERSON: At Caddo Mills City Hall, 2313 Main Street, Caddo Mills, TX 75135 with a check, money order, cash, or credit card including VISA, MasterCard, American Express, and Discover (3.5% fee to pay by credit/debit card). Office hours are 7:00 am to 6:00 pm Monday - Thursday.

DROP BOX: Pay with check or money order anytime in the drop box. Our drop box is located beside the side door of the Police Department across the parking lot from City Hall.

Failure to receive a statement does not relieve a customer of their responsibility to pay by the due date. Payments are due on or before the 15th of each month to avoid being charged a \$25.00 penalty.

PENALTIES

LATE PAYMENT: A \$25.00 penalty will be charged on any part of a current bill not paid by the due date.

RETURNED CHECKS/ACH: a \$25.00 processing fee is charged on all returned checks, ACH payments, and Credit/Debit card payments. Checks returned for any reason (Non-Sufficient Funds, Stop Payment, Closed Account, Fraud, No Account Found) or credit/debit card payments reversed for any reason (Non-Sufficient Funds, Fraud, Disputed Charge) may result in immediate disconnection of services without further notice. Accounts with two returned checks will be placed on "Cash Only" status for one year.

DISCONNECTION: Bills not paid by 8:00 am on Disconnect Date will result in disconnection of water service. A disconnection fee of \$25.00 will be applied to the account.

AFTER-HOURS FEE: An after-hours fee of \$50.00 will be charged for any call-in services provided outside of our normal hours of operation.

It is the responsibility of the customer to start and stop service. IF YOU ARE MOVING do not vacate your residence without notifying our office. You are responsible for all usage up to and including the date that you give us as your move out date.

Office Hours: 7:00 am to 6:00 pm Monday thru Thursday

Office Phone: 903-527-3116

After Hours Emergency Pager: 903-621-8748, wait for tone, leave your number, press #