

IMPORTANT INFORMATION ABOUT YOUR MUNICIPAL SERVICES BILL

Questions About Billing: If you have a question about your bill, or believe there is an error, please call City of Papillion Water/Sewer Billing Department at (402) 597-2020 or visit our office at 122 East Third Street. Our Customer Service Representative will make every effort to answer your questions and/or resolve problems as quickly as possible. If you believe additional attention is needed to resolve an issue, please address your concern in writing to: Finance Director, 122 East Third Street, Papillion, NE 68046-2365 or use the Mayor's Hotline website, www.papillion.org/mayorshotline, and choose the "Water/Sewer Billing Question" form option listed under "Utility Billing".

Billing Date: Your Water/Sewer Bill reflects all payments credited and all charges incurred as of the time your bill was calculated.

Due Date: Your Water/Sewer Bill is due when you receive your billing statement. Accounts that are not paid by the due date shown on your bill are subject to disconnection notice and/or other collection procedures.

Late Payment Fee: If the net amount of your bill is not paid by 5:00 P.M. CST on the due date shown on your bill, a late fee of 10% will be assessed on the current amount that is outstanding. When a late payment fee has been charged, it will appear on your next Water/Sewer Bill as "Late Payment Fee". If payment has not been received within 21 days of the date shown on your bill, your account will be subject to possible disconnection of services upon notification.

Water Service Rates: These are determined by the Papillion City Council. Water rates provide for constructing, operating, and maintaining water treatment distribution and storage facilities needed to maintain our water supply. (The construction costs of most new facilities and water mains are paid by people who benefit directly from the new facilities.)

Sewer Service Rates: These are determined by the Papillion City Council. New residential customers are set at the overall winter average for their class of customers. Residential billing is calculated annually in May using the average water consumption in December, January, February, and March. Commercial Billing is calculated using the monthly water usage.

Omaha Indirect Charges: Residential billing is calculated annually in May using the average water consumption in December, January, February, and March. Commercial billing is calculated using the monthly water usage.

Returned Check Policy: If your check draft or automatic bank debit is not honored by your financial institution for any reason, your account will immediately be deemed unpaid, the same as if you had made no payment attempt, and a \$20 charge will be added to your account. You will be notified that your account is unpaid and your water service may be disconnected as of a specific date. After such notice, only payment in cash, certified check, or money order in the unpaid amount delivered to our office will be accepted.

Payment Options:

- **Pay On-Line:** You may put your amount due on your credit card. This can be done on-line or in person at 122 East Third Street. If you choose the online option, you will need to access www.papillion.org and select the "Water & Sewer Billing" link on the left side of the page. This link will provide access to www.xpressbillpay.com. The partnership between Papillion and Xpress Bill Pay provides many choices to manage your utility account. You can set up automatic payments, access account history, payment history, and much more. You can also choose to receive electronic notification when a bill is available and due.
- Use the enclosed return envelope.
- Mail to: City of Papillion
122 East Third Street
Papillion, NE 68046-2365
- Deliver to the City of Papillion Utility Office at 122 East Third Street between 8:00 AM and 5:00 PM CST Monday thru Friday.
- Deliver to the 24 hour payment depository outside the East parking lot entrance to the City of Papillion, 122 East Third Street.
- **Pay Over-The-Phone:** Call (402) 597-2020 during normal business hours to pay over-the-phone using a debit or credit card, or EFT from checking or savings.
- **Automatic Bill Payment:** A customer may authorize a bank to automatically pay utility bills by signing an authorization form. An application form may be downloaded off of our website at www.papillion.org. Select the "Water & Sewer Billing" link on the left side of the page and scroll down to the "Important Links" section. Select the "Auto Bank Bill Pay Program" link to access the authorization form. A monthly statement is mailed to the customer before the bill is deducted from the customer's bank account. For more information call (402) 597-2020 during normal business hours.