

**City of Webster**  
85 East Central Ave  
Webster, FL 33597  
(352) 793-2073



Dear Utility Billing Customer;

At the January 21, 2021 City Council meeting, a new administrative process was approved that addresses utility payment late date and associated penalties, account turn-offs and turn-off fees, payment extensions, and payment plans. Each of these are addressed below and will become effective on May 1, 2021.

**Late Penalties**

Utility bills will be considered late if not paid by the 15<sup>th</sup> of each month and will be assessed a 10% late penalty fee on the existing balance on the account. **If the 15<sup>th</sup> falls on a holiday or weekend, the customer will be given until 5:00 p.m. on the next business day to pay their bill to avoid the late penalty fee.**

**Turn off**

Customers will have until the 20<sup>th</sup> to pay their utility bill to avoid having their utility services disconnected. **If the 20<sup>th</sup> falls on a holiday or weekend, the customer will be given until 5:00 p.m. on the next business day to pay their bill to avoid being turned off. If an account is turned off, there will be a fee of \$35.00 assessed to their utility account to turn the water back on after the account is paid.**

**\*\*Please Note: When a customer is turned off for non-payment, the City will notify the customer that if a second turn off occurs within the same year (May 1 thru April 30) they will be required to put an additional \$100.00 toward their deposit. This will be a one-time requirement per customer per history of their account. The additional deposit is being requested in order to attempt to cover at least two months of billings on an account.**

**Payment Extensions**

Customers can request an extension to pay their utility bill to avoid being turned-off. However, only one extension will be authorized per year per customer account (May 1 thru April 30).

**Payment Plans**

Customers can request a payment plan to pay their utility bill should they have a high utility bill that they cannot pay at one time. The customer will be required to sign a payment plan agreement and must adhere to the agreement. If the agreement is not adhered to, the utility services will be turned off until the account is paid in full. **However, only one payment plan will be authorized per year per customer account (May 1 thru April 30).**

If you have any questions or concerns, please contact City Hall at (352) 793-2073.