



WATER BILLING INFORMATION

- Bills are due upon receipt.
- 10% penalty is applied to the water portion of your account after the due date.
- If account is delinquent for 2 months, service will be disconnected. At that time, you will be required to pay the full balance and a \$25.00 service fee.
- Payment options:
 - Pay in person at City Hall,
 - Mail payment to City Hall,
 - Automatic Bank Draft—*payments are withdrawn from your account on the payment due date. An authorization form and a voided check must be provided.*
 - Use the drop off box at the curb north of City Hall,
 - Call payment in with a debit/credit card (*VISA, MASTERCARD OR DISCOVER*), or
 - Pay online @ www.cityofgrainvalley.org
- Please Note:*
If your account is delinquent and scheduled for disconnect within 48 hours, do not pay online as it may take a day before these payments are processed.
- Online: Registering your account online allows you to have access to additional information. By double clicking on the account number you can access your account detail such as: payment/account transaction information, water consumption history and address information. This information can also be printed.
- Deposits: After 2 years of good payment history a homeowner may request, in writing, their water deposit to be applied to their bill. All water deposits for renters are kept until service is discontinued. All deposits are applied to the final bill. Any remaining account credit after the deposit is applied to the final bill will be paid to you. Any remaining unpaid balance is your responsibility. Unpaid account balances are subject to being reported to our collection agency.
- A Senior Citizen discount is available to those who are 65 years of age or older. Forms are available at the water department and proof of identification must be provided.