



# East Grand Forks Water & Light Department

*Life Connected Since 1909*

## PAYMENT OPTIONS

### Business Office

Stop by our business office with your payment and stub.

### Mail

Mail your check or money order along with your bill stub in the return envelope that will be included in your monthly bill.

### Drop Boxes

We have 3 convenient drop box locations:

1. At the entrance to City Hall parking lot - 600 Demers Ave
2. Inside Hugo's Grocery Store east entrance - 306 14th St NE
3. In the East Grand Forks Senior Center parking lot (on the point) - 538 Rhinehart Dr SE

### Automatic Bill Pay

Automatic Bill Pay allows your payment to be automatically deducted from your checking or savings account. Once enrolled, you will receive your statement on your usual billing date and your payment will be deducted from your designated account on your bill's due date. Fill out the auto pay authorization form and bring it to our office.

### Returned Payments

A \$20 penalty will be applied to your account for any returned payments (i.e. non-sufficient funds, closed account, stop payment, credit card chargebacks, etc.)

### Credit Card Payments

We do accept Credit Cards. VISA, MasterCard, & Discover.

### Electronic Payments

On our website - go to "Make A Payment".

## PAST DUE BILLS

### Late Payment Penalty

Your Water and Light bill is due 10 days after it is received. A ten percent (10%) penalty will be assessed to the current bill if payment is not received on or before the due date.

### Disconnection for Non-Payment

All Water and Light customers are subject to disconnection if payment is not received within 10 days from the day a past due bill is received.

#### Reconnection charges:

\$20.00 from 8:00 am to 5:00 pm

\$200.00 after 5:00 pm and Weekends and holidays