



Bills and Payments Questions & Answers

Q: When will I get my bill?

A: The City of Meridian has two billing cycles. If you live North of Cherry/Fairview your bill will be mailed on or after the 20th of each month and will be due by the 5th of the following month. If you live South of Cherry/Fairview your bill will be mailed on or after the 5th of each month and be due by the 20th of that month.

Q: Why do I mail my payment to Caldwell?

A: We use a lockbox system in Caldwell because it results in a substantial cost savings for all Citizens of Meridian. This is the case for most entities that handle a large volume of payment transactions. For example, Idaho Power has switched to a lockbox system which means that you contract with a company that does nothing but process payments for several companies using specialized electronic equipment. The economy of scale means that they can process faster for much less cost than we can. The Finance Department had previously done extensive research to determine which option (in house or outsource) was most cost effective and efficient way to process payments (checks and electronic payments) ; print and mail of the billings and delinquent notices; online customer access management; etc. While sending items to Caldwell for processing may not appear to some as the best possible solution; they really do a lot more than just process payments. We feel very fortunate that we were able to outsource to a local vendor here in the Valley rather than an out of state agency.

Q: What forms of payments are accepted for city utilities?

A: We accept cash, check, debit card, money orders, Visa, and MasterCard at our Utility Billing office in City Hall at 33 E Broadway Suite 106, Meridian, ID 83642, hours of operation are Monday through Friday 8:00 a.m. to 5:00 p.m. You may choose to utilize our automated phone pay system at 1-844-756-3743 or pay online at our website at www.meridiancity.org.

Q: Does the City offer any kind of automatic payment system?

A Yes. We have 2 options for auto payments. 1) We can establish an automatic withdraw from your checking account. Complete the "direct pay" form and submit it along with a voided check. This information will be used to establish an automatic withdraw from your checking account each month. 2) You can set up a re-occurring credit card payment option through the online customer portal. This will allow the card (debit or credit) to be charged for the payment. Please note either with either option, the withdraw date will coincide with the due date of the bill itself. We are not able to select varied payment dates throughout the month.

Q: Does the City of Meridian offer payment assistance?

A Yes. The City has established the Meridian Cares Program. In partnership with El-Ada the City of Meridian can now offer \$100.00 of assistance for eligible customers per calendar year. The information can be found on www.meridiancity.org.

Q: Can I put the bill into my tenant's name?

A Yes. While the property owner is still liable for any billings against the property, the City of Meridian allows owners to opt for a Third Party Billing. Please refer to the Rental Property Questions and Answers for further information.

Q: Can I receive my bills and/or delinquent notices electronically?

A: Yes, City of Meridian customers may select to receive their billings and delinquent notices via e-mail rather than hard copy. In order to make that selection you must register an online account for your service address at www.meridiancity.org. and follow the prompts to create a user account. Once registered you have the option to select e-statements and/or e-reminders. Please note that any change in email accounts without updating this online registration will result in your monthly bills NOT being received. This selection of e-statements will STOP hard copy statements being mailed to you.

Q: Why doesn't the City of Meridian offer level pay like Idaho Power or Intermountain Gas?

A: The City of Meridian does not currently offer an official level pay program due to a billing element that does not exist within other types of utilities. The water, sewer, and trash accounts with City of Meridian are tied to a specific property and are the obligation of the property owner. For properties that are not owner occupied and a third party billing is requested; we can accommodate that request. With this third party billing; we allow the tenant to receive the bill during their tenancy. It is the expectation that the person receiving the billing will be making the appropriate payments; however when that does not happen, the debt remains on the property for the owner to resolve. Offering level pay to our customers could potentially increase the amount of debt left behind by tenants utilizing the third party billing option. The City of Meridian does not wish to be in a position to treat our citizens differently just based on property ownership status. Until we can develop a program that would protect the City of Meridian, property owners and be able to treat all customers equally we are unable to initiate a level pay program. Payment arrangements can be requested as needed and are reviewed and/or approved on a case by case basis.

Q: What happens when my account becomes delinquent?

A: When your account becomes delinquent you will have received two billing statements and a delinquent reminder notice which is mailed to you 10 to 12 days before the scheduled shut off day. The delinquent reminder notice will ask for payment by close of business the day before the scheduled shut off day to avoid termination of services. However, you may pay your bill on shut off day and if the payment is posted **BEFORE** the service person reaches your home your water will not be shut off and you will not be billed the \$30.00 turn on fee. We post payments every hour on shut off day and make every effort to avoid terminating your service.

Payments on shut off day can be made the following ways: by our automated phone system at 1-844-756-3743 this payment option accepts debit/credit cards, backed by visa or master card. You may also make a payment on our web site at www.meridiancity.org by hitting the pay your Utility Bill in right hand corner. You will need your account number and the first 4 of your name as it appears on your bill (this is your last name) for any of these payment options. On our website there are two options you may use the left hand side of the screen and do express pay this is designed to allow anyone to pay on your account for you, you will need to provide them with your account number, and last name, information that is entered into express pay is not saved. You may also enter as a returning user, and pay on your account. No need to call us and tell us that your payment has been made, when you get your transaction id number using any of the City of Meridian payment methods we received confirmation as well. If you encounter any problems using our systems feel free to call us and we will be happy to assist you.

We also take payments in our office at City Hall – Utility Billing 33 E Broadway Suite 106, Meridian, ID 83642. Our hours are Monday through Friday 8:00 a.m. to 5:00 p.m. We accept cash, check, debit card, money orders Visa or Master card. The fee for having your services turned back on after payment is received is \$30.00. In most cases this is billed on your next Utility Bill statement. In some cases we are required to collect the \$30.00 turn on fee before the services are reconnected.