

MONTHLY COSTS:

WATER— Base Fee: \$5.49 Usage Charge \$1.90 per 1000 gallons

SEWER— Base Fee: \$8.65 Usage Charge \$5.54 per 1000 gallons

EPA Fee — Flat rate \$3.75 per month

TRASH— determined by cart selection

PAYMENT OPTIONS

PHONE PAYMENTS— 1-844-756-3743 Debit Cards, MasterCard and VISA are accepted through our phone pay system. No registration is required. This service is available 24/7. You will need the account number from your statement.

ONLINE PAYMENTS: -- Debit, VISA and MasterCard are accepted through our on-line payment system at www.meridiancity.org. Click on the **Pay Utility Bill** in the top right hand corner of the webpage. You may register or make an Express Payment, your account number is needed. This service is available 24/7. Recurring credit card payments may be established using your customer portal.

DIRECT PAY: This is the most convenient form of payment, as it allows the balance due on your statement to be deducted from your checking account and posted to your utility account on the due date. There are no additional fees for this service..

IN OFFICE: Payment can be made in our office. We are open Monday thru Friday 8am-5pm (excluding major holidays). We accept cash, money orders, checks, Debit Card, VISA, or MasterCard.

MAIL IN: Payments can be mailed to City of Meridian, PO Box 670, Caldwell, Idaho 83606.

DROP BOX: After hours payments can be made in our drop box in the City Hall parking lot, located just east of the main entrance and plaza area. This box is collected twice a day. We encourage customers to submit check or money order payments in this box. Cash is discouraged, but will be processed.

Non-Payment Turn-Off Procedures

The City of Meridian disconnects water for non-payment two (2) times a month as directed and approved by the City Council. The Billing Department mails three (3) statements before disconnection of service with a final payment date listed on the second and third notice. All delinquent payments must be received by close of business on the date listed on the delinquent (3rd) notice. This allows customers 40-45 days to make payments before their account becomes delinquent and is subject to disconnection.

A list of the delinquent accounts is generated by the Billing Department. The list is given to the Water Department staff to create a route for disconnection of water services. The Water Department staff disconnects the water service to all residents on the list. After all turn-offs are completed the Water Department will begin to reinstate services on those accounts that have made the appropriate payment. This process will continue throughout the day ensuring that all customers who pay before 7:00 pm will have their services reinstated that same day. Payments CANNOT be accepted in the field by the service person.

NOTE: Utility Billing Staff can be reached by phone 888-4439, until 7pm on these "turn-off" days. If you make a payment after 7:00pm, your services will not be restored until the next business day; once verification of payment can be made.

If your water services have been disconnected for non-payment, DO NOT cut the padlock and reactivate your services. This is considered an ILLEGAL TURN-ON and Meters found turned "on" illegally are removed until the account balance and any additional fees for damages are paid.

If you have a water emergency please contact the Water Department at 208-888-5242. **The after hours emergency number is not intended for service restoration due to non payment terminations.**



Your landlord wants your name on the bill?

Important Information for you..

- ◆ Our accounts do not travel with the customer; they stay with the property.
- ◆ This means that if there is any outstanding balance on the account at the time of your move in, your services can be interrupted.
- ◆ If there is a past due balance on your first bill you should contact the Property Owner or Management Company to make sure the account is paid up to your move in.

- ◆ In order to complete a “Third Party Billing” request, We must receive completed paperwork from both tenant and owner/property manager

Renter’s Addendum—Tenant

Billing Directive —Owner/PM

Both forms can be found online, or through Utility billing staff.

- ◆ There is a \$20.00 charge for the renter or renter’s to be added to the bill. The fee will be on your first statement.
- ◆ Account numbers are assigned to properties based on ownership records. Please note that if you move from one property to another within Meridian, your account number will change. If the property is sold to another owner — even if you as the renter has not moved, the account number will change.

- ◆ If you plan on moving please notify us of your scheduled move out date as soon as possible. Your final bill may be impacted if you wait until you have already moved to inform us.
- ◆ Your landlord/property manager will not receive copies of your normal monthly bills; however, they will receive copies of any delinquent notices generated for said property.

IMPORTANT PHONE NUMBERS

Idaho Power	800-488-6151
Intermountain Gas	208-377-6840
Republic Services	208-345-1265

Meridian City, Utility Billing
33 E Broadway Ave Ste #106
Meridian, Idaho 83642
Phone: (208) 888-4439
Fax: (208) 887-4813
Hours: Mon-Fri - 8am—5pm

RENTAL EMAIL:
rental@meridiacity.org

PAYMENT ASSISTANCE



El-Ada Community Action Partnership of Garden City acting on behalf of the City of Meridian now has the ability to provide financial assistance to help low-income residents and customers who have experienced temporary financial hardship. To qualify customers must meet financial criteria determined by El-Ada. Eligible customers can receive \$100.00 towards payment of City of Meridian utility bills per calendar year. To get more information on the program and eligibility requirements, please call 208-345-2820 ext. 27 to make an appointment.