

IMPORTANT CHANGES

EFFECTIVE JANUARY 1, 2011

DELINQUENT ACCOUNTS:

Delinquent notice will be included on monthly bill, **no separate orange notice will be mailed.** The Delinquent Fee will increase from \$20 to **\$32**, assessed at the time the service is **scheduled** for turn-off for non-payment.

After payment is received service reconnection will be scheduled for the **next business day turn-on** at no additional cost. To have service restored the same day as payment is received, an additional Same Day Turn-on Fee will be charged to the account, please see **Same Day Turn-on Service** below.

A service that has been turned-off due to non-payment will require the entire past due balance **plus** the Delinquent Fee (and Same Day Turn-on fee, if elected) **plus** deposit requirement to be paid before service can be restored.

SAME DAY TURN-ON SERVICE

The City of Topeka is expanding our services to include Same Day Turn-on to all customers. If you request same day turn-on a fee of \$24.00 will be charged to your account and service turned-on the day of the request.

DEPOSITS

Escalating deposit requirements will be based on an average bill for each utility service rendered and customer's credit history with the City of Topeka.

For a complete list of fees and service go to: <http://www.topeka.org/pdfs/UtilitiesFeeSked.pdf> or call a Utility Accounts Agent, M-F, 7AM-6PM at 785-368-3111.