

Swan creek Water District

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INFORMATION MEMO – PLEASE READ

TO: Swan creek Water District Customers

DATE: April 2, 2021

RE: Billing Cycles and Due Dates

Dear Customer:

We have received several complaints about not receiving a water bill or receiving it late, which results in late fees. We understand there have been delays and other issues with the mail system and this we cannot control. What we can do is inform you of when our billing cycles are and what the due dates will be.

The Swan creek Water District performs meter readings and generates billing every two months and the payment due date is always around the 20th. See below:

| Billing Months | Due Dates |
|-----------------------|---------------------------|
| February | February 20 th |
| April | April 20 th |
| June | June 20 th |
| August | August 20 th |
| October | October 20 th |
| December | December 20 th |

Also, we do offer automatic payment that you can sign up for by contacting our office for an ACH form. With this, you can have your payment drafted from a checking or savings account, but we do need the ACH form filled out and signed giving us authorization. The ACH drafts are processed on or around the 20th of our billing months.

We hope this information is helpful. If you have any questions, please contact our office at (419) 822-3656.

Thank you.