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ATTENTION BANK DRAFT CUSTOMERS: Beginning March 5, 2025, bank drafts will now draft on the 5th of the month instead of the 7th.

Dear Customer,

With the beginning of a new year, we would like to take this opportunity to go over some of the policies of the City of Hardin.

Failure to receive bill does not excuse payment or late fee. The City is NOT RESPONSIBLE FOR MAIL DELIVERY.

Utility bills are due by the 5th of each month. Then, penalties will be added.

There is a 10-day grace period to pay the bill with penalties added. After the 10-day grace period, on the 15th of the month, your utilities are subject to disconnection.

Once disconnected, a reconnection fee will be added. If you have both water and gas, your reconnection fee is the total for both water and gas.

The delinquent amount plus the reconnection fees have to be paid in full before utilities will be reconnected.

There are multiple ways to pay your bill. You can pay online, through the phone portal, the drop box at city hall, in person, bank draft or auto draft.

You can pay through the phone portal by calling 270-437-4361 and selecting option 1. You will need your account number for that option, and that information can be found on your bill.

There is a drop box at city hall for after hours payment. Please do not drop cash.

We also offer bank draft payments or auto draft payments. You can sign up for bank draft payments in the office and will need a voided check. It will be drafted on the 5th of each month and will be reoccurring every month until you contact the office and let us know you want to unenroll. Auto draft payments are withdrawn on the 5th of each month from a debit or credit card. This payment option is also reoccurring monthly. This option must be set up by the customer on the website:

www.cityofhardinky.com

In the office, we can accept cash, check or credit/debit card.

If you choose to use a credit/debit card in any payment option, you will be charged a service fee.

If you have a payment returned from the bank for insufficient funds, you will be charged \$50.00 by

the City of Hardin in addition to whatever bank fees are charged. You will have 7 days from the date of notice to pay the amount owed in full by cash or money order. If restitution is not made, services will be disconnected for non-payment and there is an additional charge to reconnect services. In addition to service disconnect, the check will be forwarded to the County Attorney's office for collection.

The City is not responsible for gas, or water piping beyond the meter. The City is not responsible for sewer lines beyond the city's cleanout.

Tampering fees will be applied to an account if any equipment owned by the City of Hardin is tampered with or damaged. That includes damage to any meter, cutting locks off meters, or any other such action to City of Hardin property. The fee will be per incident.

City Limit Customers that have trash pickup service provided by Hall's Waste Management, if there is damage to the trash can(s), you will be charged a fee for tampering and an additional charged by Hall's to replace the trash can. The cost will be per trash can.

FEES:

Reconnect fee Water- \$20.00

Reconnect fee Gas- \$25.00

Tampering fee- \$50.00 per incident

Bank returned payment- \$50.00

Water Deposit- \$40.00 owner, \$100.00 Renter

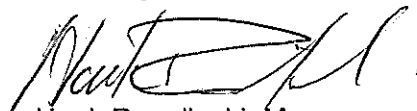
Gas Deposit- \$150.00 Owner, \$275.00 Renter

Water, Sewer or Gas Tap- \$1100.00 per tap

This is not a comprehensive list of policies, just a refresh on the most common questions/issues.

If you have any questions, contact city hall during business hours.

Sincerely,



Hank Rogalinski, Mayor