

Service Inquires or Changes:

All billing questions, requests to start or stop service, and to restore service due to non-payment are only handled during our normal business hours (Monday through Friday). PLEASE ALLOW AT LEAST 24 HOURS ADVANCE NOTICE (EXCLUDING WEEKENDS AND HOLIDAYS) TO START OR STOP SERVICE.

Paying Your Bills:

All bills are due and payable upon billing. Accounts are considered past due if not paid within 10 calendar days. Failure to receive a bill does not remove your payment obligation. Postmarks as proof of timely payment will not be accepted. Visa/MasterCard debit and credit card payments will be accepted in person, by phone, or on our website.

Electronic Check Conversion:

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. For inquiries please call (541) 917-7547, option 4.

Tampering:

Persons tampering with any City equipment including water meters or locks are subject to tamper fees. The full account balance and all tamper fees must be paid before service will be restored.

Past Due Bills:

Once a Final Past Due Notice has been generated on a delinquent account, the entire account balance must be paid to avoid water service shutoff (no exceptions). Fees and charges that are delinquent shall be charged interest at nine (9) percent per annum. Interest will be charged when the account becomes sixty (60) days past due and shall accrue from the date of the bill.

Disputed Bills:

If you believe the charges on this bill are incorrect, please call us or come to the Utility Billing counter at City Hall for an explanation of your bill. If you still feel the bill is incorrect after you have received an explanation, the process to formally dispute your bill will be explained to you.

Drop Box Location:

- ✓ Ellsworth Street side of City Hall

DO NOT PUT CASH OR PAST DUE PAYMENTS INTO ANY DROP BOX. Please allow at least one business day for your payment to be posted to your account.

Contact Us:

(541) 917-7547 or 333 Broadalbin Street SW
Monday through Friday, 8:00 A.M. – 4:30 P.M. Website:
www.cityofalbany.net
Email: utilitybilling@cityofalbany.net