Welcome to the City of Oxford

Please review the following information regarding account payments, penalties, and policies:

PAYMENT DUE DATE

- Bills are issued at the first of each month and payment is due no later than the 15th.
- Once we have submitted bills for mailing to the U.S. Postal Service, we cannot guarantee delivery. If for any reason you do not receive a statement, you may call our office at 770-786-7004 for your account balance.
- If the 15th falls on a Saturday or Sunday, you will have the following Monday until 5pm to pay without penalties.

LATE CHARGES

- Any account with a remaining balance on the 16th is subject to a 10% late fee.
- Any account with a remaining balance of $25 or greater on the 25th is subject to a $25 penalty.
- Any account with a remaining balance on the 4th of the following month is subject to disconnection.
- All disconnected accounts are subject to a $50 reconnection fee. Services will not be reconnected until the delinquent balance plus the $50 reconnection fee is received in full.
- No reconnections will be called in after 4:30pm.

PAYMENT PLANS

- **Payment plans are not available on any account. NO EXCEPTIONS.**

CHECK POLICY

- All returned checks are subject to a $30 processing fee and must be redeemed by cash or money order. After three returned checks, future payments must be cash or money order.
- Any returned checks written on a delinquent account will result in immediate disconnection.
- Counter checks are not accepted.

DEPOSITS

- Your deposit is refundable towards any remaining balance at the time your account is finalized and the remainder will be returned to you; a forwarding address is necessary.

CLOSING YOUR ACCOUNT

- To end your services, you must appear in person at City Hall or send notice in writing. Until you finalize your account, monthly minimum rates, penalties, and additional charges will continue to be applied to your account.
- All accounts with unpaid balances will be turned over to collections and are subject to collection fees.