



City of Frost
Cityoffrost1930@cityoffrost.net
PO Box X
100 N. Garrity
Frost, TX 76641
903-682-3861
cityoffrost.municipalimpact.com

UTILITY BILLING & PAST DUE ACCOUNTS POLICY

ARTICLE 13.02 GENERAL SERVICE POLICIES

1. Billing Cycle

- Bills for water, sewer, trash, trash tax, and police services are mailed on or about the 25th day of each month.
- Payment due date: the 10th of the following month.

2. Late Payment

- Any balance unpaid by the 10th is considered past due.
- A \$20 late fee is applied on the 11th.

3. Past Due Notice

- A Past Due Notice is mailed by the 15th to customers with unpaid balances.
- The notice states:
 - Total amount due (including late fee),
 - Payment must be received in full before the 25th,
 - Water service will be disconnected on the 25th if payment or arrangement is not made.

4. Disconnection

- Water service is disconnected on the 25th of the month (or the next business day). Once disconnected, no Deferred Payment Agreement will be accepted.
- To restore service, the customer must pay:
 - Total past-due amount, and
 - \$25 reconnect fee.

5. Payment Agreements

- Customers may request a Deferred Payment Agreement (DPA) by the 24th to avoid cutoff.
- Terms:
 - Minimum 50% of balance due upfront,
 - Remaining balance spread over the next 2 billing cycles,
 - Customer must remain current on all new bills while agreement is active.
- Default on an agreement results in immediate disconnection and the full balance plus fees must be paid to reconnect.
- Extensions beyond 3 months require Mayor approval.

7. Reconnection

- Service is restored on the first regular business day after payment is received.

