

Dear Waveland Utility Customers,

The City of Waveland Board of Mayor and Alderman amended the Utility Ordinance on November 16, 2016 which took effect on December 16, 2016. New water and sewer rates are included in the new ordinance which can be reviewed on the City's website @ www.waveland.ms.gov

Bills will be mailed on the 20th day of the month. If the 20th day of the month is a holiday or weekend, the bills shall be mailed on the next business day. Payments shall be due and payable to the City of Waveland Utility Department on the first day of the month.

If any charges for the services of the system shall not be paid by the 15th day of the month in which it shall become due and payable, a late payment charge of ten percent (10%) of the amount outstanding shall be added and collected. If the 15th day of the month is a holiday or weekend, payment shall be accepted without penalty on the next business day.

If any bill, or portion thereof, shall remain unpaid after the 20th day of the month in which it is due and payable, the water and gas supply for the premises affected shall be cut off and the deposit on file shall be used for payment of such bill. Reconnection of services will be made upon payment in full of all outstanding past due charges, including a reconnection fee. Upon the termination of service, the deposit shall be credited to the final bill and as much as remain shall be returned to the customer without interest.

You have the right to dispute the accuracy, or amount of your bill. You may contact the Utilities Office Manager to request a review of your bill. If you are dissatisfied with this review decision, you must file a written complaint with the City Clerk explain the basis and amount of the dispute and request an administrative hearing.

IMPORTANT NOTE: Be careful using a third party bill paying company to make your online payment. It may be a scam and they could take your money or it could cause a delay in your payment resulting in late fees. The city request that our customers use the following websites that are associated with The City and contracted via nCourt, our online payment company.

www.wavelandpay.com or www.waveland.ms.gov

Waveland Board of Mayor and Alderman

Waveland City Clerk