



Utility Billing Department
P.O. Box 509
Waveland, Ms. 39576
228-467-9248

Procedure Statement

December 2016

These procedures specify the steps that must be taken to ensure past due accounts receivable are collected in a timely, fair, and cost-effective manner.

Payment Policy:

The City of Waveland Municipal Utilities shall fairly and without discrimination administer a policy for payment of utilities.

* In accordance with City Ordinance 371.2, any delinquent account must be paid in full before service is reconnected at any previous or present address. This policy shall apply to all customers; residential or commercial.

* Your payment will be DUE on the 1st business day of each month. If any charges for the services of the system is not paid by the 15th day of the month, a late payment charge of 10% of the amount outstanding shall be added and collected. If the 15th is a holiday or weekend, payment shall be accepted without penalty on the next business day.

* If any bill or portion of the bill remains unpaid after the 20th day of the month, in which is it due, services will be subject to cut off. A reconnect fee of \$26.75 will be included upon payment in full of all outstanding past due charges.

* It is unlawful to tamper with City property by cutting locks or turning meter heads in order to restore services. If you tamper with City property, you will be prosecuted. Violation of this Ordinance shall constitute a misdemeanor and may be fined up to one thousand dollars or imprisonment not exceeding 90 days or both, per violation.

* You are responsible for your monthly fees whether you receive your monthly statement or not; including any reason that is beyond our control. Our statements are sent out promptly each month and we cannot control the US Postal Service delivery process. Failure to receive a bill does not avoid payment. We are not responsible for U.S. Mail Delivery.

* Credit card payments are available online at www.waveland.ms.gov or you may call 1-877-352-8560. We also offer Monthly Auto Bank Draft and there is a drop box on the front porch of City Hall for your convenience.

* If an account is locked for one week with no payments made, a service disconnect will be made, deposits will be applied and the account will be finalized. If this occurs, new deposits will have to be put up with all new paperwork completed.