



The Hospitality City
PUBLIC WORKS DIVISION
P.O. Box 539
Waveland, Ms 39576
228-466-2549

Procedure Statement

December 11, 2015

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 274, 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.
- All monthly billings will be done on the 15th of the Month for the usage from the 16th of the previous month to the 15th of the billed month. Your payment will be DUE on the 1st business day of the following month. The bill is not late until the 16th of the same month (which is after the next bill is processed) and if your bill is late, there will be a 10% charge to your new bill. Services will be disconnected on the 16th of the month, which is 30 days after the first bill, if you have anything past due. Your past due bill will need to be paid plus a reconnect fee of \$26.75 in order to reconnect your services.
- 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.
- 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.wavelandpay.com or you may call them in at [REDACTED]. 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 month 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. Repeat offenders will be subjected to higher deposit fees.