**BILLING**

If you have a change of address, please notify us as soon as possible. If you do not receive your bill in the mail you will need to call or come in, as your monthly bill is still due on the due date. Failure to receive your bill or late notice does not exempt you from paying your bill, penalty, or having service disconnected.

**PENALTY**

If payment is not in the office by the end of the business day on the due date, a 10% penalty will be added the next day and a disconnect notice will be issued to be effective 10 days from the due date.

**PAYMENT METHODS**

We accept cash, checks, money orders, or debit or credit cards in the office during office hours. You can pay by debit or credit over the phone or online at [www.bronstonwater.com](http://www.bronstonwater.com) for a 3.5% transaction fee.

**AUTO PAY**

We offer automatic bank draft. You will receive your bill; it will say (Draft on or about the 8th or the 22nd, depending on your due date). The drafts are uploaded to the bank on the 8th or the 20th of each month and are scheduled to be drafted on the 10th or 22nd. Please contact our office for more information.

If you wish to automatically pay with your debit or credit card, please contact our office for further information.

**PAY AT CITIZENS BANK**

You may pay your bill at any Citizens National Bank location. You must pay before the due date and present your bill stub with your payment.

**MAIL**

Please mail your payment in time for us to receive the bill before the due date or all penalties will apply. If you send payment through your bank, it takes 5-7 business days for it to reach our office.

**DROP BOX**

We have a drop box to the right of the building. Please attach the small stub of your bill to your check or money order with a paperclip or in an envelope to assure proper credit to your account. Please do not put cash into the drop box, as we will not be responsible for cash left in the drop box.

**PAPERLESS BILLING**

Paperless billing is available to receive your bill on the day it is issued in your email. Just call our office and we can sign you up.

**HOURS OF OPERATION**

Our office is open Monday-Friday from 9:00 am to 4:00 pm. You may contact us at 606 561-5209 or email us at bronstonwater@gmail.com.