



UTILITY BILLING & COLLECTIONS – DISCONNECT NOTICE INFORMATION
Town of Addison Telephone: (972) 450-7081
Financial Department Fax: (972) 450-7074
utilityportal@addisontx.gov Website: www.addisontx.gov

I RECEIVED A RED DISCONNECT NOTICE, WHAT DOES THAT MEAN?

If you have received a red Disconnect Notice it means your account is delinquent and you are in danger of being disconnected. The Town has the right to disconnect service for non-payment if payment has not been received three (3) days after the due date. Typically accounts still unpaid forty (40) days after the original billing date will receive a Disconnection Notice at their service location.

HOW CAN I AVOID DISCONNECTION OF SERVICE?

To avoid disconnection you must pay the amount indicated on the Disconnection Notice by 5 p.m. on date listed on the notice. There are several payment methods available to customers. The Town accepts checks, cash, and credit/debit cards. Payment may be made at the Finance Building located at 5350 Belt Line Road Monday through Friday, 8:00 a.m. to 5:00 p.m. A drop box is available at the front door of the Finance Building for after hours payments. The Town also provides customers an online payment portal at www.addisontx.gov where customers may pay using a credit or debit card.

HOW MUCH TIME DO I HAVE TO PAY?

The Town will provide at least ten (10) days from the date the Disconnect Notice is served before discontinuing service. The disconnection date will be listed on the Disconnect Notice.

WHAT IF I HAVE ALREADY SENT PAYMENT OR AM SENDING IT?

It is important you contact our office immediately after receiving a Disconnect Notice if you have sent payment or are sending payment in to ensure service is not interrupted.

MY SERVICE WAS DISCONNECTED, WHAT CAN I DO?

If service is disconnected, reconnection of service will only be made after all past due charges, current charges, and a \$50.00 trip fee are paid. If a customer is disconnected an additional deposit may also be required to restore service. Please contact our office to make arrangements to get service reconnected.

IS THERE A LATE PENALTY FOR RECEIVING A DOOR HANGER?

If a bill is not paid in full by the due date a late fee penalty of ten percent (10%) is assessed. Additional penalties are not charged for receiving a door hanger. However, an additional deposit may be required and added to past due charges if a customer has received several consecutive Disconnect Notices.

I AM RECEIVING A DISCONNECT NOTICE EVERY MONTH, WHAT CAN I DO?

The Town has several options to automate payment of your utility account each month. Both automatic monthly credit card draft and bank draft are available. In addition the Town offers an online utility payment portal at www.addisontx.gov where you can pay your bill online via credit or debit card. The portal also allows you to have your statement e-mailed so you can receive it sooner. Please contact our office if there is anything that can be done to assist your accounts payable process so we may receive payment in a timely manner.