

How to Setup City of Ukiah Residential/Commercial Service and Pay Utility Bills During Civic Center Closure: Electric, Water, Sewer, and Garbage

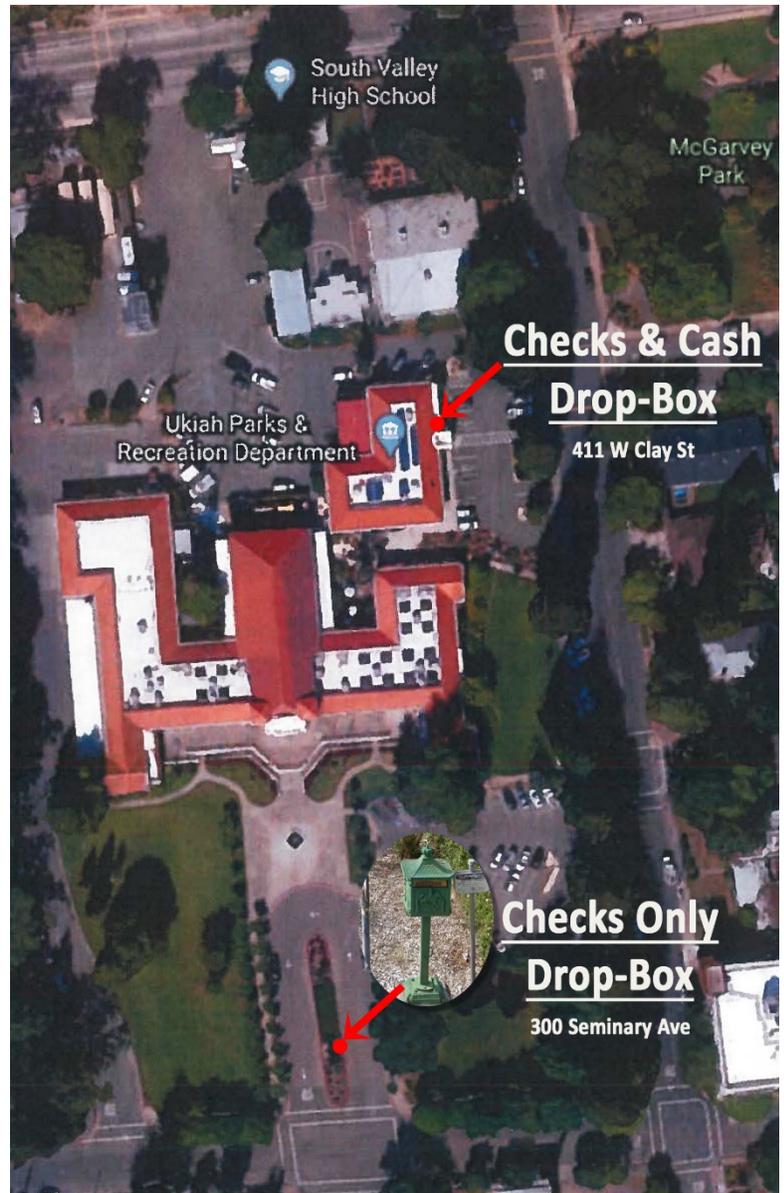
**UTILITY BILLING/
CUSTOMER SERVICE
(707) 463-6228**

PAYMENTS

Payments for utility accounts can be placed in one of the drop box locations indicated on the map in **Red**. Payments will be picked up daily from drop boxes after 8:00 a.m., and posted to utility accounts the same day. You can also make payments over the phone by check, debit or credit card by calling **1-866-570-8871** or by visiting our website at <http://www.cityofukiah.com/utility-services/>, scroll down to the center of the page and click on **Pay Your City Bill Online** and follow the prompts. All payments made before 5:00 p.m. will be posted the same day.

CASH PAYMENTS

All cash payments should be placed in blue envelopes along with payment stub. Please write the Customer name, address, Customer number, and Amount Paid in the upper



left corner of the envelope. If you do not have the payment stub or customer number, you must provide the address where service is provided in order for the payment to be properly posted. **All cash payments must be placed in the Drop Box located at the Community Services Building located at 411 W. Clay St.** Do not place cash payments in green drop box.

COMPLETE THE RESIDENTIAL/COMMERCIAL AND/OR THE RESIDENTIAL SOLID WASTE APPLICATION

New service requests will be simplified to just the application form at this time. Please complete the application, including name and personal information for all occupants 18 years and older. Place the application in the envelope attached and deposit in one of our two drop box locations indicated on our map in **Red**. **Requirements for new service requests will be deferred (e.g. photo I.D., rental/lease agreement) until the first utility bill.** At that time, you will need to present the above items to our office to continue utility service. If you are renting or leasing your residence or business, you must also bring a copy of your rental/lease agreement. All persons 18 years or older on the rental/lease agreement must be on the services application.

The same procedures and requirements apply when moving services to a new residence.

A soft credit check will be done on all residential applications presented with a rental/lease agreement to determine if a deposit will be required to open the account. Deposits range from to for rented/leased residence; no deposit is required for an owner occupied residence. Deposits will be refunded after a year of good payment history (i.e. 2 or fewer late payments).

A non-refundable service charge of \$15 for electric service and \$15 for water service will be charged when setting up these services or owner occupied).

To discontinue services, please contact our Customer Service Dept., 8:00 a.m. to 5:00 p.m. Monday-Friday (707) 463-6228. All information will be taken over the phone.

UTILITY SHUTOFF SUSPENSION

The City of Ukiah will not be performing any utility shutoffs on delinquent utility accounts during the COVID-19 City Hall closure. We are committed to working with our customers during this unprecedented time. Please contact our customer service department directly at (707) 463-6228.