



UTILITY BILLING & COLLECTIONS – CUSTOMER SERVICE POLICY

Town of Addison
Financial and Strategic Services
utilityportal@addisontx.gov

Telephone: (972) 450-7081
Fax: (972) 450-7074
Website: www.addisontx.gov

DISCONNECTION OF SERVICE FOR NON-PAYMENT

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. The Disconnection Notice will include 1) the amount to be paid to prevent disconnection of service, 2) the date of termination notice itself and 3) the date on which the actual termination will take place. At least ten (10) days notice will be provided before a customer is disconnected.

To prevent disconnection of service an additional deposit may be required and added to past due charges if a customer has received several consecutive Disconnect Notices. If payment is not received by the due date indicated on the Disconnection Notice, service will be disconnected. If service is disconnected, reconnection of service will take place only after 1) all past due charges, 2) current charges, 3) an additional security deposit and 4) a \$50.00 crew dispatch fee are paid.

PAYMENT

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. Payments may be mailed to the Town's utility lockbox at P.O. Box 650399 Dallas, Texas 75265 or directly to the Town's office at P.O. Box 9010 Addison, TX 75001. The Town also provides customers an online payment portal at www.addisontexas.net where customers may pay using a credit or debit card. Several automated options are also available to customers including monthly automatic credit card draft and monthly automatic bank draft.