

## City of Mont Belvieu Disconnection Policy

- Utility bills are due by the 10<sup>th</sup> of the month.
- The City will notify the responsible party that the account is past due by the 25<sup>th</sup> day of the month. A 10% late fee will be assessed to an account if there is a past due balance that has not been paid in full by 5:00 pm on the designated due date.
- If payment of the past due balance and fees is not received by 5:00 pm on the date specified on the notice, service will be disconnected at 8:00 am the following day.
- A shut-off/turn-on fee will be assessed in the amount of \$30.00
- To have service reinstated the balance due must be paid in full.
- Checks WILL NOT be accepted for accounts that have been disconnected.
- Payment can be made online at [www.montbelvieu.net](http://www.montbelvieu.net) with a credit or debit card or at City Hall in the form of cash, a credit or debit card, a money order, or a cashier's check. Please call 281-576-2213 or email [utilitybilling@montbelvieu.net](mailto:utilitybilling@montbelvieu.net) to make sure payment was received.