



# CITY OF FORT DODGE

819 1<sup>st</sup> Avenue South • Fort Dodge, Iowa 50501  
Phone (515) 576-4551 • [www.fortdodgeiowa.org](http://www.fortdodgeiowa.org)

## MEDIA RELEASE

JULY 17, 2020

### RE: WATER UTILITY SERVICES

On Monday, July 20, 2020, the City of Fort Dodge will begin enforcing the following policies and procedures that had been temporarily suspended:

- Late Payment Penalties – The City of Fort Dodge will resume charging penalties for utility accounts that are not paid in full by the bill due date.
- Disconnection Notices – Past due accounts will again be receiving disconnection notices via mail. This notice will be the only notice prior to the water shut off process.
- Water Shut Offs – The City of Fort Dodge will resume turning off water service for customers who fail to pay their utility bill after receiving a disconnection notice.

If you find yourself in the unfortunate position of being unable to pay your utility bill, please contact Utility Billing at (515) 573-7156 prior to disconnection. The City will work with customers who are in need of a payment plan to ensure continued service. Please note that once water service has been turned off, any past due amount and a reconnection fee must be paid in full prior to service being restored. Payment plans are not available once service has been turned off.

Citizens are strongly encouraged to continue to use any of the contactless payment options available to them:

- Via [www.fortdodgeiowa.org](http://www.fortdodgeiowa.org); convenience fees continue to be waived for all online payments with the exception of Parks & Recreation
- Drop box available in the alley behind City Hall, 819 1<sup>st</sup> Avenue South
- Drop box available at Hy Vee Food Store, 115 South 29<sup>th</sup> Street
- Sign up for automatic bank deduction; visit [www.fortdodgeiowa.org](http://www.fortdodgeiowa.org) > Utility Billing to learn more

Please contact the City of Fort Dodge Utility Billing Department at (515) 573-7156 or [waterdept@fortdodgeiowa.org](mailto:waterdept@fortdodgeiowa.org) with any questions.