



CITY OF HOLLISTER FINANCE AND UTILITIES OFFICE NEW OFFICE HOURS AND MONTHLY BILLING

Beginning January 19, 2009, the City of Hollister Finance and Utilities office located in the basement of City Hall will have new hours of operation. The new hours are Tuesday through Friday 7:00 am to 12:00 pm and 1:00 pm to 6:00 pm. The office will be closed to the public on Mondays.

Drop Box payments will be 7:00 am to 6:00 pm Monday through Friday. Payments received after 6:00 pm will be processed the following day.

Requests to begin or disconnect water service must be submitted before 3:00 pm on the respective day.

Beginning April 1, 2009, the City of Hollister Finance and Utilities Office will be generating monthly utility bills. If your account number begins with a "1", your April 1, 2009 bill will be for sixty days since this is your normal billing cycle. If your account number begins with a "3", your April 1, 2009 bill will be for thirty days. All invoices after April 1st will represent a thirty day billing cycle.

The utility bills will be generated at the beginning of the month and payment will be due by the last business day of the month. Penalties of 10% will be calculated the following business day after the invoices are due. Late notices for delinquent accounts will be mailed by the 20th of the month. All notices will indicate the date that payment must be made in order to avoid a delinquent fee of \$25.00. The day service is disconnected due to non-payment will be the 2nd Wednesday of each month.

We hope that these increased hours of operation provide additional flexibility to you as a customer. We welcome any comments and/or suggestions you may have. Please call Finance at 831-636-4301 for any further questions regarding these changes.