

# City of St. Johns, MI

## FAQ'S for Water/Sewer Billing

100  
St.



East State Street, Suite 1100, P.O. Box 477  
Johns, Michigan 48879  
(989) 224-8944 Ext. 282 or 280

FAILURE TO RECEIVE BILL DOES NOT WAIVE PENALTY.

### **ACH (Automatic Bill Payment)**

The City of St. Johns is now able to electronically collect water/sewer payments from your checking or savings account. There is a form that needs to be filled out and signed before we can withdraw funds; a cancelled check will also be required with the form. Please call (989) 224-8944 Ext. 282 or 280 to have a form mailed, faxed, emailed, or stop into City offices.

### **Emailing water/sewer bill (Go Paperless)**

You have the option to have your water/sewer bill emailed to you. You will not receive a paper bill in the mail. Please contact City offices at (989) 224-899 Ext. 282 or 280 or email [twright@stjohnsmich.com](mailto:twright@stjohnsmich.com) or [bhardaker@stjohnsmich.com](mailto:bhardaker@stjohnsmich.com) to get your account set up.

### **What options do I have to pay my water/sewer bill?**

The City of St. Johns accepts on-line payments, cash or check. For on-line payments please visit our website at [www.cityofsaintjohnsmi.com](http://www.cityofsaintjohnsmi.com) and click on the link for water/sewer to access your account, a fee will be assessed by official payments. A check can be mailed, dropped off at City offices or placed in our drop box which is located in the courthouse parking lot near Cass Street. Please have either your bill stub or account number written on your check when making a payment. Please do not place cash in the mail or in the drop box. Any payment received in the drop box after 5:00 pm of the due date will be counted as late. If paying in cash, please drop off at City offices (1<sup>st</sup> Floor, Clinton County Courthouse).

### **I am an owner, renter, or landlord, how can I find out if the water/sewer bill has been paid?**

You can check the account on-line by visiting the City's website at [www.cityofsaintjohnsmi.com](http://www.cityofsaintjohnsmi.com) and clicking on the water/sewer link. Or you can simply call the water/sewer billing department at (989) 224-8944 Ext. 282 or 280. Please email [twright@stjohnsmich.com](mailto:twright@stjohnsmich.com) or [bhardaker@stjohnsmich.com](mailto:bhardaker@stjohnsmich.com) to inquire about any further water/sewer questions.

### **Is there a deposit for a tenant/landlord agreement?**

Yes, there is a \$250 deposit required for any landlord that wishes to have the tenant receive the water/sewer bill in the tenant's name. There is an affidavit that must be filled out and signed at city offices along with a signed copy of the lease, and a copy of the tenant's driver's license.

### **What happens if my water/sewer bill goes unpaid?**

If a water/sewer bill is not paid by the due date, a 10% penalty is added on to your account. If the water/sewer bill is in the property owner's name and the water/sewer bill goes unpaid, it does get placed onto the summer property tax bill as of May 22<sup>nd</sup> of the following year. If a tenant does not pay a water/sewer bill, it is considered delinquent 15 days after the due date. A shut off notice is sent indicating a shut off date (a \$50 reconnection fee is added to the account if not paid by the due date and the water is shut off. The entire bill including the reconnection fee must be paid prior to the water service being turned on).

### **If my house/business will be vacant for a period of time, how can I avoid receiving a minimum water/sewer bill?**

The City of St. Johns has a turn-off and turn-on policy. If your house/business will be vacant for an extended period of time, you can pay \$25.00 for a water/sewer turn-off and no bill will be generated until you pay \$25.00 for a water/sewer turn-on. The fee must be paid prior to turn-off and turn-on. If you do not pay for the turn-off, a quarterly minimum bill is generated even if there is no usage.

### **How can I avoid paying a sewer fee if I do a lot of outside watering, pool filling?**

An irrigation meter may be purchased at City offices. This is a water usage meter only, no sewer charge will apply. The owner is responsible for the plumbing and valve to the meter. Also a yearly inspection maybe required on the backflow preventer for this meter. The City will set the meter on the owner's plumbing. There is no bill generated for 1<sup>st</sup> quarter (Jan, Feb, March) for an irrigation meter; however there is a bill for the remaining months even if there is no usage.



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**UNPAID BILLS ARE A LIEN ON THE PROPERTY.**

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### **ATTENTION: Bingham Township Customers**

Although Bingham Township owns the municipal water mains and hydrants located in the Township, the City of St. Johns is responsible for reading the water and/or sewer meters and sending quarterly bills. Please make payments to the City of St. Johns and contact the City of St. Johns water/sewer billing department for any questions you may have.

### **What options do I have to pay my water and/or sewer bill?**

The City of St. Johns accepts on-line payments, cash or check. For on-line payments please visit our website at [www.cityofsainjohnsmi.com](http://www.cityofsainjohnsmi.com) and click on the link for water/sewer to access your account, a fee will be assessed by official payments. A check can be mailed, dropped off at City offices or placed in our drop box which is located in the courthouse parking lot near Cass Street. Please have either your bill stub or account number written on your check when making a payment. Please do not place cash in the mail or in the drop box. Any payment received in the drop box after 5:00 pm of the due date will be counted as late. If paying in cash, please drop off at City offices.

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Page 1

Page 2

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**What happens if my water/sewer bill goes unpaid?**

If a water/sewer bill is not paid by the due date, a 10% penalty is added on to your account. If the water/sewer bill is not paid the following year by May 22, the unpaid balance will go onto the property owner's taxes. You may make payments on your water/sewer bill anytime.

**What if my water/sewer bill seems quite high?**

If your water and/or sewer bill seems high, check for leaks. Dripping faucets, toilet handles that stick, water softeners that recycle water continuously all can increase the amount of your bill.

