

The City of Horton provides water, sewer, electric, and trash services. Billing for all services is done through City Hall.

The city has a contract with Waste Management for trash service. Trash service is mandatory and is \$18.00 a month for residential customers. Residential trash is picked up weekly on Wednesday and needs to be set out by 5:00 a.m. Residents are allowed to set out either three (3) 55 gallon sized bags or six (6) 13 gallon bags per week. Anything more than that will result in extra charges, with an extra pick up needing to be arranged with Waste Management.

Deposits for Utility Services

Utility deposit amounts are determined by the average of the two highest bills for the last year at the residence and will be collected upon the signing of the utility contract. If no one has lived at the residence in the last year to determine an average, the deposit amount is \$150.00. The deposit amount will be credited back to the customer's account after one (1) year of good standing, or if the customer leaves prior to one year. A connection/transfer fee of \$10.00 for electric service and \$10.00 for water service will also be collected. Charges for subsequent changes of address within the City's services will be \$10.00 each for water and electric services and a new deposit amount for that address will be collected.

Utility payments can be made:

1. At City Hall- Come in or drop off your payment in the drop-box near the front door. Cash, checks, cashier's checks or money orders are accepted.
2. Pay Online- Debit/Credit card payments are accepted through Front Desk at <https://cityofhorton.frontdeskworks.com>. There will be a 1.30 ACH processing fee per transaction each month when withdrawn from your bank account.
3. Any debit/credit card payment that does not go through the Front Desk can to be made through City Hall with a convenience fee of 2.49%.
4. You can also sign up with Front Desk for automatic withdrawal from your bank account. The bill is automatically taken out of your account on the 10th of every month.

Utility Statement Process/Late Fees

The late fee utility statement and fee structure is as follows:

1. Utility statements are mailed out on the last working day of the month. If you do not receive your statement, it is your responsibility to contact City Hall. Late fees will not be waived.

2. Utility bills are due by the 16th of each month by 5:00 p.m. If the 16th falls on a weekend, you will have until 5:00 p.m. the next business day to pay.
3. If your full payment is not received by the 16th of each month, a 10% penalty will be assessed.
4. A Disconnect Notice will be mailed between the 17th-18th of each month to customers who have not paid their statement in full. The Disconnect Notice will illustrate the past due amount, including the 10% penalty.
5. If the amount shown on the Disconnect Notice is not paid by 10:00 a.m. on the due date shown, or you fail to make a written request for a hearing with the Utility Billing Clerk three (3) business days prior to the date for termination, YOUR SERVICES WILL BE DISCONNECTED.
6. Before the service is restored, the total amount due must be paid, plus a \$105.00 reconnect fee.
7. Eligibility required for a utility hearing-- customer must have lived at the residence long enough to have made 12 month's payments, and customer will not be eligible for another hearing for 12 months after the completion of the previous hearing agreement.

****Meters are the property of the City of Horton and may not be tampered with, turned off or on or otherwise abused, or customer will be subject to termination of service. It is understood that the City of Horton does not guarantee uninterrupted service. All meters will be available to the meter reader or service personnel upon request on designated reading date.**

LEVEL PAYMENT PLAN (LPP)

Residential and small commercial customers with satisfactory payment history have the option to participate in the LPP program that allows a customer to pay the same amount every month for a period of one year. During the LPP year the customer's account could have a debit or credit balance depending on their actual usage. Customers have the responsibility to monitor their actual usage and utility bill amount along with the balance in their LPP account and understand they are liable for the actual amount billed. During the LPP year if a debit balance of more than \$300 is accrued, the LPP customer could be notified of a mandatory increase to the amount of your monthly payment.

Satisfactory credit history is accomplished by paying nine of the twelve utility bills before the delinquent date. LPP customers agree to make their payment by the due date. Reminder notices will be sent when payment is not received by the due date. A LPP customer will no longer be eligible to participate in the program and any debit balance will be due if two reminders are sent during the LPP plan year.

Sign up for this program will be each September for those eligible. If you are interested in Level Payment Plan call 785-486-2681.

City Clerk - Kim Knudson

Assistant City Clerk - Carol Stirton

Utility Billings Clerk -

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