

**RESOLUTION NO. 30-2015**  
**Approve Policies and Procedures Online Bill Pay**

WHEREAS, the City of Griswold has added a new online payment method to the City of Griswold utility payment procedures; and

WHEREAS, the City Council has the authority to approve policies related to its operations;

NOW THEREFORE BE IT RESOLVED, the City Council hereby adopts the following policies and procedures for Online Bill Pay:

PASSED and APPROVED this 8<sup>th</sup> day of June, 2015.

Moore: Aye  
Cook: Aye  
Mundorf: Aye  
Wyman: Absent  
Askeland: Aye

  
\_\_\_\_\_  
Mayor

Attest:  
  
\_\_\_\_\_  
City Clerk

# CITY OF GRISWOLD

## Online Bill Pay Policy

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**ADOPTION DATE:** 6-8-2015

**RESOLUTION NUMBER:** 30-2015

**REVIEW PERIOD:** This policy is to be reviewed every three years or as needed.

### **STATEMENT OF POLICY**

The City of Griswold has provided an alternative payment method for Utility Bills through and online vendor Forte Payment Systems.

### **APPLICABILITY**

This policy applies to all utility customers of the City of Griswold.

### **DEFINITIONS**

Delinquent Notice- a notice sent to customers that have not paid by 5PM of the utility bill due date informing the customer of their rights to a hearing and when hearing requests must be received by.

### **POLICY AND PROCEDURE**

The City will apply all current Utility Billing procedures to the Online Bill Pay method. Bills will become delinquent if not paid by 5 p.m. on bill due date. The time will be verified by the reports that we receive from Forte Payment Systems. For clarity, Forte operates on Pacific Time. Cash and Check only will be accepted after shut off postings have been posted.