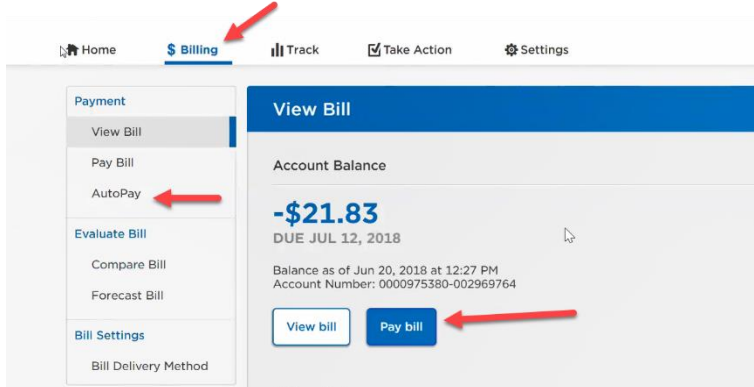


HOW TO AVOID DISCONNECTION

To avoid disconnection, it is important to pay your bill on time every month. The easiest way to make sure this happens is to sign up for Auto Pay! How?

Visit the customer portal at <https://arcadiafl.gwfathom.com>

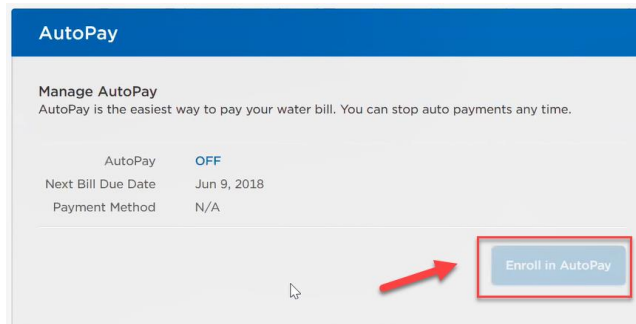
One-Time Payments



Click "Pay Bill" to make a one-time payment.

Auto Pay

To establish recurring payments, click on "Billing," then "Auto Pay," then "Enroll in Auto Pay."



Ways to Auto Pay:

- **Pay by Check (ACH):** If you would like to sign up for payments to be made directly from your bank account, select [insert] under the Auto Pay section and input the details required. Please monitor your account for at least a month to ensure auto-pay has been accepted by your financial institution.
- **Pay by Credit Card**
- **Use Bill Pay:** If you are currently signed up with your bank for electronic bill payments, it is very important that you have the correct **remittance address in your bank's online bill pay.**

Customer Service

Phone: 1-833-764-5238 – Monday-Friday 8am-5pm

In-Person: 23 N Polk Ave. Arcadia, FL – Monday-Friday 8am-4:30pm

Customer Portal: <https://arcadiafl.gwfathom.com>



If you do not select the correct address, receipt of your payment will be delayed, and you may incur late fees or have your services interrupted. The correct remittance address is

City of Arcadia

PO Box 52747

Phoenix, AZ 85072-2747

Customers are assessed a convenience/processing fee of 2.8% by the credit card processor if choosing to pay your bill by credit/debit card (both one-time and recurring). This is not a fee charged by Arcadia or our partner FATHOM. It is passed through DIRECTLY from the credit card processor to the customer at the time of the transaction.

Other Tips and Reminders

- **The utility billing office is closed on Saturday and Sunday**
- If payment is **NOT** received by **5pm the business day before** the disconnect date on the notice – you are subject to disconnection and a \$35.00 administrative fee will be applied to your account
- If your payment is not received by the due date listed on your bill, a \$25.00 late fee will be applied to your account
- In order to make sure your payment arrives the business day before your disconnect date, we recommend you
 - Pay online and complete the transaction before the 5pm the business day before the disconnection date
 - Payments by Mail: Mail your payment at least 4 business days before the disconnect date to allow for mail transit and processing
 - Cash Payments: Make the payment at least one business day before the disconnection date
- Online payments received on disconnect day **may not prevent** your disconnection and you must call 1-833-764-5238 to request reconnection
- If you get a bill that shows an amount that says **“Pay Immediately,”** that is a past-due amount from a prior bill. You should pay this immediately. The due date on the current bill is for current charges, not past-due charges.

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Understanding a Disconnection Notice



21410 N. 19th Avenue, Suite 201
Phoenix, AZ 85027

Billing and Service Numbers:
Customer Service: (833) 764-5238

arcadia.support@gwfathom.com
arcadia.u2you.gwfathom.com

Customer Service Phone Hours: Monday – Friday 8:00am – 5:00pm
City of Arcadia Office Hours: Monday thru Friday 8:00am – 4:30pm

DISCONNECT NOTICE

If payment has been made, please disregard this notice.

Our records indicate that your utility bill is now past due and a late charge may be added to your account. Payment must be received by 5:00 p.m. on the business day prior to the disconnect date listed below to avoid disconnection and a reconnect fee of \$35.00.

IN ORDER TO HAVE WATER SERVICE TURNED BACK ON, CONSUMERS MUST PAY PAST DUE BALANCE IN FULL INCLUDING THE RECONNECT FEE.

Please direct any questions to 833-764-5238.

Notice Date	Total Due	Disconnect Date
05/09/2018	\$167.02	05/23/2018

The date you are notified of potential disconnection.

This is the past due balance that must be paid to avoid disconnection. If disconnected, an additional \$35.00 reconnect fee must be paid along with this balance in order to restore service.

Your service will be disconnected if payment is not made by 5:00 pm the business day BEFORE this date.

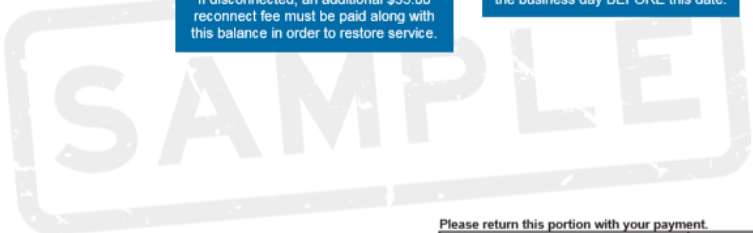
WHAT TO DO IF YOU GET DISCONNECTED

Call Customer Service at (833) 764-5238 Monday – Friday 8:00 am – 5:00 pm. Be prepared to pay your past-due balance and the \$35.00 reconnect fee.

You can be reconnected the same day with no additional fee if the full past-due balance, penalties, and \$35.00 reconnect fee is paid prior to 2:00 pm on the day of cutoff.

If you request reconnection between 2:00 pm and 5:00 pm, an additional \$35.00 will be required.

All requests after 5:00 pm will be reconnected the next day, no exceptions.



C/O FATHOM
21410 N. 19th Avenue, Suite 201
Phoenix, AZ 85027

Please return this portion with your payment.

Account Number	Disconnect Date
0000000000-000000000	05/23/2018
PAY THIS	\$167.02

Enter Amount Paid \$

Please make checks payable to City of Arcadia.
Please include customer account number on check.

Pay online at arcadia.u2you.gwfathom.com

SEND REMITTANCE TO:



CITY OF ARCADIA
PO BOX 52747
PHOENIX, AZ 85072-2747

00000000000000000000000000000000



615 1 AV 0.378 0092652-ARC897683-ST.1GRP-000615

FIRSTNAME LASTNAME
123 MAIN ST
ANYTOWN FL 33333-4444

T: 2



Customer Service

Phone: 1-833-764-5238 – Monday-Friday 8am-5pm

In-Person: 23 N Polk Ave. Arcadia, FL – Monday-Friday 8am-4:30pm

Customer Portal: <https://arcadiafl.gwfathom.com>



What to do if You Get Disconnected

Call Customer Service at 1-833-764-5238 Monday-Friday 8am-5pm. Be prepared to pay your past-due balance and the \$35 reconnect fee.

You can be reconnected the same day with no additional fee if the full past-due balance, penalties, and \$35.00 reconnect fee is paid prior to 2pm on the day of cutoff.

If you request reconnection between 2pm and 5pm, an additional \$35 will be required.

All requests after 5pm will be reconnected the next day, no exceptions.

Customer Service

Phone: 1-833-764-5238 – Monday-Friday 8am-5pm

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