

UCNSB streamlines process, eliminates fee

Beginning October 1, 2011, in order to eliminate the additional \$35 trip fee for coming to your location, we will no longer be hanging secondary notifications (hang tags) for past due bills. A late notice letter mailed to the mailing address on file will be your notification of a late bill prior to disconnection for non-payment. Please call Customer Service at 386-427-1361 to make sure we have your correct mailing address on file.

To remind you, residential customers have the opportunity to request an extension of the due date on the bill by calling customer service. We also accept VISA and MasterCard online at www.ucnsb.org or in person at 200 Canal Street.



Utilities Commission
City of New Smyrna Beach
200 Canal St., NSB, FL 32168
(386) 427-1361 | www.ucnsb.org

As a reminder:

Your utility bill is due upon receipt and becomes past due 21 days after the billing date.

Late Payment Fees & Procedure

If payment is not received by the UC by 5 p.m., on or before the due date, a courtesy notice will be mailed and a late charge assessed.

Accounts with a past due balance, greater than \$25, will be charged \$5 or 1.5%, whichever is greater.

The notice provides for one week to pay the late bill in full or make payment arrangements. If no arrangements have been made by the date stated on the notice, the account will be subject to disconnection.

Extension Information

Each customer is allowed up to 3 extensions per calendar year. It allows a two week grace period beyond the due date of the bill for payment to be made.

Customers must request an extension. The UC cannot put an extension on the account until after the due date. If you need an extension, please call Customer Service the day after the bill is due.

Extensions can not be combined and are not retractable once an extension is requested. There are no extensions on deposits or returned checks.

Extensions are for residential accounts only.