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PROVIDING
ELECTRIC, GAS, WATER AND
SANITARY SEWER SERVICES

June 2019

Bill Paying Options for Hastings Utilities Customers

There are a variety of ways for customers to pay their monthly bills from Hastings Utilities. These options vary from paying in person, by phone, online, with automatic bank draft, or by using a number of varying locations around the community.

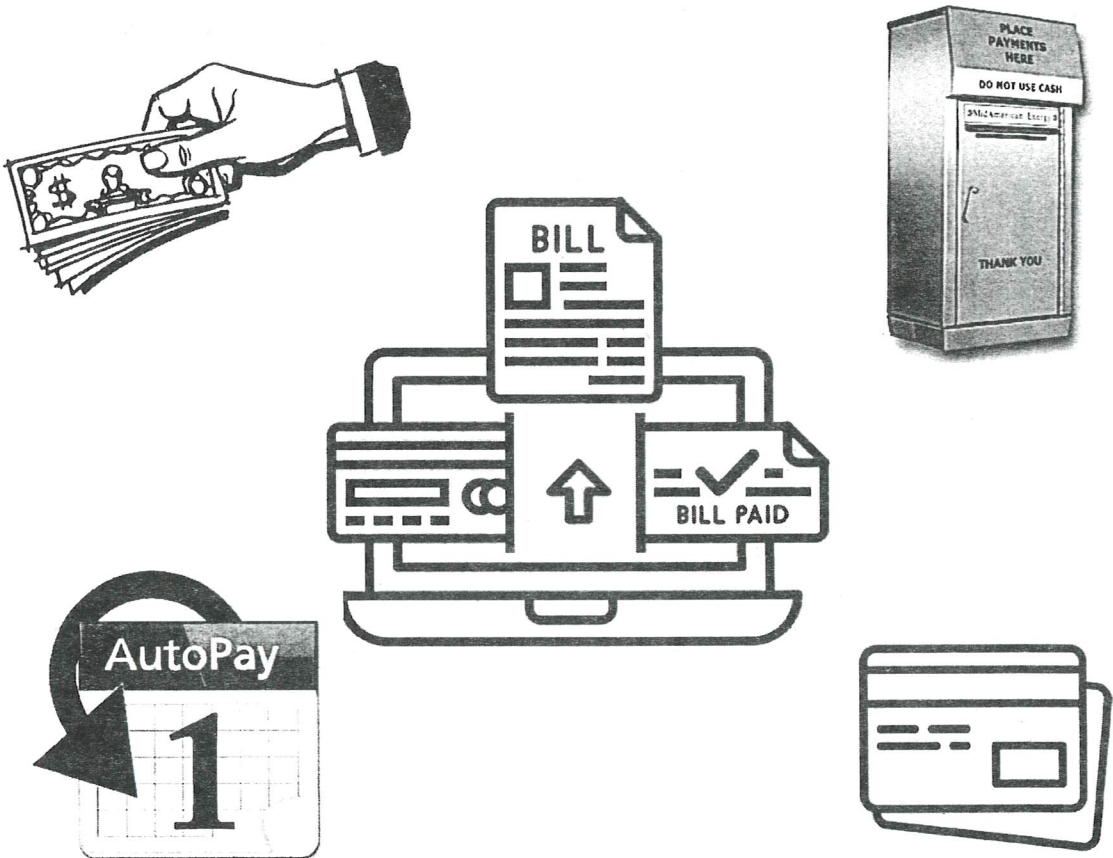
One of popular option is the drive-up payment drop box at the main location of Hastings Utilities at 1228 N Denver Avenue. That particular payment drop box is on the “island” where the Fisher Rainbow fountain is located. The box is on the west side of the “island” and is accessible from a vehicle twenty-four hours, seven days a week. A variety of locations throughout HU’s service area also have payment drop boxes for customer convenience. The exact locations of those are noted on the back of the monthly billing statement provided to HU customers.

Hastings Utilities customers can also pay their bills online or by phone using a debit/credit card or by e-check. Simply log on to www.cityofhastings.org/departments/utilities and click the “Pay My Bill” tab to begin the online payment process. The toll free phone number to call is 1-844-396-2309. Customers will need to know their HU account number to make the payment transaction with either method. Please note, there is a convenience fee of \$3.75 when using a debit/credit card or e-check to pay a bill up to \$500.00.

Automatic bank drafts, commonly known as ACH, make bill paying extremely easy, particular for those who travel extensively. ACH is free of charge and saves customers time and from writing a check every month. The budget billing service can provide a monthly billing amount that a customer can plan on. More information on either program is available by visiting the Business Office at HU’s main location or by calling 402-463-1371 during regular business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except for holidays.

Another service Hastings Utilities provides are free text reminders. Staff at HU will send out a text message to the customer's cell phone when they are past due on their utility bill. The authorization form to receive text reminders is available online or in the Business Office at 1228 N. Denver.

Hastings Utilities is always looking for ways to better serve its customers. Should you have an idea please share it. There is a question/comment area located on the back of the detachable payment stub of the monthly billing statement. Customer input or questions are always welcome. In Hastings, for utility service, one local call can do it all. Simply call 402-463-1371.



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