

**Utility Billing Services:** will close to the public March 18<sup>th</sup>, staff will continue to provide customer service during this time of closure. Our office hours will be 7:30am to 5pm.

At this time person to person payments will not be processed inside, this includes credit card, check and cash payments. City Hall - 411 Blaine St. has a blue drop off box located outside the front doors for check, cashiers check or money order payments only. Please do not put cash payments in the drop box.

It is recommended to use the drop off box or electronic payments as pay methods during this time.

Please go to our website for [instructions](#) on how to use electronic payment options  
[www.cityofcaldwell.org](http://www.cityofcaldwell.org)

- Web payment <https://www.cityofcaldwell.org/i-want-to/make-a-payment> Visa or Master card only
- Automated phone payments (855-212-9355) Visa or Master card only
- Auto debit
- Bank bill pay

For services and questions, City of Caldwell Utility Billing can be reached at the following phone number, email and links to services:

**Customer service** (208-455-3000 ext. 1) or email [water@cityofcaldwell.org](mailto:water@cityofcaldwell.org)

**Website payments** <https://www.cityofcaldwell.org/i-want-to/make-a-payment>

**Start or stop service** <https://www.cityofcaldwell.org/i-want-to/sign-up-for-water-sewer-trash-services>

**Dog License's** <https://www.cityofcaldwell.org/i-want-to/purchase-renew-a-dog-license>

**Water assessments** <https://caldwellid.justfoia.com/Forms/Launch/d705cbd6-1396-49b7-939e-8d86c5a87deb>

**BID billing** and payment questions (208-455-3000 ext. 1)