



Timber Creek Sewer Customer:

We have recently been experiencing delivery delays and/or damaged bills delivered via USPS. We are currently working with the postal service on improvement. Generally, if you haven't received your bill by the 3rd of the month it may have been delayed or damaged and you should contact our offices so we can send / email you a duplicate. We promptly mail duplicates out for any bills returned to us as damaged or undeliverable.

If you've previously signed up for email bills, thank you. If not, we would encourage you to do so. You can elect to continue to receive your postcard bill through the post office as well as an email bill if you would like both. This will ensure you receive your monthly bill in a timely manner. You can contact us at (816)858-3989 or send us an email to customerservice@timbercreeksewerco.com and let us know you'd like to sign up for email billing and if you'd like to continue to receive your paper bill via the post office. Your email bill will come from customerservice@timbercreeksewerco.com please ensure you add this to your address / contacts list to prevent your bill from going to a spam folder.

Your email address will only be used for the purpose of emailing bills or customer service issues if we are unable to contact you via phone.