

DISCONNECTION POLICY:

ATTENTION CUSTOMERS

A member's new bill is due by the 5th of each month unless the 5th falls on a holiday or a weekend. In this case the bill is due the next business day following the 5th of each month. If the bill is not paid in full by 4:00 pm on the due date, the account is considered delinquent and a termination notice or a pink notice will be mailed out stating the amount due and the date of scheduled disconnection. If you receive a bill and it shows a past due amount and your new bill, even though the bill shows the complete total of the past due amount and the new bill to be due by the 5th, owing a past due bill **will** cause your service to be disconnected.

A member may contact the office and request an extension on his or her account. (Only the property owner can make the request) Many of these requests are granted if the account holder's payment history is in good order.

If a member's service is disconnected due to non-payment, certain rules and procedures must be followed to have the service reconnected. The member must come to the office and pay all reconnect charges before service will be restored. Reconnect charges will include the delinquent bill and a reconnect fee of \$30. **Failure to receive your bill or disconnect notice in the mail does not waive collection charges or stop disconnection of service. Paying your bill is your responsibility.**

Once all charges are paid in full, a reconnect work order will be issued. **There is no guarantee as to what time the service will be reconnected, but it will be reconnected before the close of business on the day you make the payment.**

If upon arrival to reconnect the meter our operator discovers that the meter has been tampered with, the service **will not be reconnected until all additional fees have been paid such as a \$100 meter tampering fee and an additional service trip fee of \$30.**