

Disconnect Procedures

- **Disconnect Policy:** All accounts that have past due amounts once daily payments are processed are scheduled for disconnection on the 25th of each month. If the 25th falls on a Friday or the weekend; disconnections will be done the following business day that follows the disconnect date.
 - NO DISCONNECTS IN DECEMBER due to Christmas. Disconnects will be done for December in January.
 - NO DISCONNECTS ON FRIDAYS
 - No customer is allowed to get an extension on their account on the disconnect date.
 - All charges are due before water is restored. NO PARTIAL PAYMENTS!
 - There is not an actual time that water will be restored once customer pays.
 - Any checks written during the disconnect time are subject to be disconnected if the check is returned. The day the check is returned (other than Fridays) the account is subject to disconnection.

All accounts on the list will be charged the 30.00 Reconnect Fee.

All meters on list will be locked until 2:00 pm that day.

Unlocks will begin after 2:00 pm

Operators **MUST** provide office with locked time and readings