

## UTILITY BILLING PROCEDURES – EFFECTIVE MARCH 2019

- A utility statement will be provided the first week of each month. The statement will reflect balances due for the prior month's services, with a due date of the 25<sup>th</sup>. Past due balances will also be reflected in the statement.
- If full payment is not made by the 10<sup>th</sup> of the month following the due date a \$20 delinquent fee will be assessed and a notice of delinquency will be mailed stating the water will be shut off if payment is not made by a date stated in the letter which will be no sooner than 10 days from the date of the letter. The notice will include instructions on how to request an extension of payment for hardship circumstances.
- If payment is not received a notice of shut off will be posted on the premises at least 48 hours prior to shut off. If payment is not made within the designated time, the water will be turned off and a \$50 service reconnect fee will be assessed on the date water is shut off.
- Once water service has been shut off due to non-payment, it can be restored only upon full payment of the delinquent balance and all accrued fees. An extension of payment or fee waiver will not be granted once the water service has been shut off.
- Any unauthorized action to turn the water back on will be deemed as theft of services and will result in a \$150 meter tampering fee.