

Payment/Delinquent Account Policy: Monthly water usage payments are due by the 20th and will be considered delinquent if the payment is not received or postmarked by the 20th of each month. If the 20th falls on a weekend or a Holiday, then it must be postmarked the next business day. If payment is not received in the office by 5:00 p.m. or postmarked by the due date, a \$10.00 late charge will be added to the total due. If payment and late charge are not received in the office by 5:00 p.m. on the last business day of the month, a disconnect notice will be sent. That will be the only notification given in advance of the service being disconnected 30 days after the disconnect notice is sent. To avoid disconnection, delinquent month, current month and late charges must be paid in full.

Delinquent Disconnect/Reconnect Policy: If your account is 2 billing cycles behind and payment in full is not received by 5:00 p.m. on the last business day of the month a \$75.00 reconnect charge will be added to the total due. All monthly charges, late charges and reconnect charge must be paid in full prior to reconnection of water service. If you claim that the charges are not properly due and payable, you may request a hearing in writing before expiration of the 30 days.