



# Let us explain our process...

## To get Service turned on after it has been locked Customers MUST:

- Pay the Reconnection Fee
- Pay a deposit of \$100 (if deposit is not on file already.)
- Pay all past due charges.

### FIRST BILL

- First bill generated. Stated due date is 14 days from bill printing date. As long as payment is received prior to creation of next month's bill, there are no late fees assessed.

### SECOND BILL "FRIENDLY REMINDER"

- If an account has a current balance due of more than \$5.00 when the next bill is prepared, that amount becomes past due and a \$0.60 late fee for water and \$0.60 late fee for sewer are added to the past due amount. This bill is called a "friendly reminder" and is enclosed in an envelope. There is a 14 day due date on the "friendly reminder" and if the past due amount is not paid by that date; the account is subject to receive a lock notice.

### FINAL MAILED NOTICE

- The Tuesday after the "14 day due date" on the friendly reminder, at the soonest, a final notice is generated and this adds a late fee of \$2.50 for water and \$2.50 for sewer to the account and informs the customer of the pending lock date, which is the Wednesday of the week following the mailing of the final notice. This notice is mailed to the address on file for the account.

### LOCK NOTICE

- The Friday prior to the lock date, a call is placed via our automated call system to the "home" phone number on the account. If a message is left on an answering machine or the call is answered by a person, the notification requirements have been accomplished. A report is available detailing the results of each call and accounts that did not get contacted are then notified by a door hanger on the following Monday.

### LOCKED

- If we do not receive payment by 5:00pm on the Tuesday prior to the date listed on the final notice, service will be locked the following day, Wednesday. Once a service is locked, the customer will need to pay a reconnection charge and a deposit (if they do not have a deposit on file already) to have service restored. The reconnection charge is \$53.00. The deposit is \$100.00 and is refundable when the account is closed or if the customer maintains an on-time payment schedule for at least 12 consecutive months. This is in addition to paying the balance due on the lock notice.

