

Disconnection of Service Due to Non-payment Example Schedule

This shows the timeline for disconnection if an account goes unpaid from the June 30th statement.

Monthly Water Charges	June 30	Regular monthly billing delinquent if not paid by July 15 th
1 st Tier penalty	July 21 st	Penalty is 10% of balance due Accounts with a balance of \$5.00 or more. Payments must <u>reach our office</u> by 9:00 AM to avoid this fee.
Monthly Water Charges	July 31 th	Regular monthly billing
2 nd Tier penalty	August 21 st	Penalty is 10% on current charges and 1% on past due charges Accounts with two months of unpaid charges. Payments must <u>reach our office</u> by 9:00 AM to avoid this fee.
Monthly Water Charges	September 31 st	Regular monthly billing
Notice of Impending Disconnection (7 day notice)	September 5 th	\$10 Notification fee added to account balance Accounts with two months of unpaid charges. Payments must <u>reach our office</u> by 9:00 AM to avoid this fee. Contact by phone or written notice posted at the property.
48 Hour Notification	September 12 th	\$10 Notification fee added to account balance Payments must <u>reach our office</u> by 9:00 AM to avoid this fee. Notice by phone or email only.
Service Disconnection	September 16 th	\$65 disconnection and \$60 reconnection charges added to account balance 60 days delinquent Payments must <u>reach our office</u> by 12:00 PM to avoid disconnection.