

SHUT-OFF POLICY

If a bill is outstanding after 45 days, a “Past Due” notice is sent. If still outstanding after an additional 30 days, a “Final Notice” is sent (showing a shut-off date).

If no attempt is made to make full or partial payment by the shut-off date, a “Notice of Termination” is sent. The “notice of termination” will be sent by certified mail. The SHUT-OFF date will be “no less than 36 hours upon receipt of this notice.”

If, however, there is still no attempt to make payment, the water service will be terminated on or after the SHUT-OFF date on the “notice of termination”. At that time, a door hanger stating that the water has been terminated will be left on the door with instructions to call the water department office to make arrangements to reconnect.

The Board of Health will also be notified upon termination of every water service.

Once the service has been terminated, FULL payment PLUS a \$40.00 (\$65.00 unscheduled service call, \$175.00 after hours call)

Service fee must be paid before water can be reconnected. The Board of Health will be notified when the water is turned back on.

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