

## NON-PAYMENT SHUT OFF POLICY

All original water bills are due and payable within thirty days. Water bills in arrears greater than thirty days are subject to receiving a past due notice and interest charges as prescribed in the rate schedule. The following actions will be taken after the past due notice is provided:

1. If the bill is still outstanding 75 days after the original invoice and no contact is made to arrange for a payment, a letter of termination of water service is sent.
2. If payment is not received as previously described, service may be terminated with a "door knocker" notice delivered prior to the termination date.
3. On the day the service is to be terminated, Water Department staff will attempt to provide verbal notice to any occupant of the premises (or a door tag will be left) that service is to be terminated.
4. A service charge as defined in the rate schedule shall be assessed for collection of payments made at the time of termination.

Any customer, prior to the termination of service, may agree to a written payment plan with the WFD. Any customer requesting a payment plan to avoid shut-off shall be afforded the opportunity to participate in a payment plan provided the account is not in default of a current payment plan.