

Bill Due Dates and Lock Schedule

Our current Disconnection Policy is to disconnect all delinquent accounts 10 days after the 11th of each month. Starting August 2019, we have made a **temporary change**, in hopes to better serve our customers. Please notate the adjustments below. Our normal disconnection schedule will resume for the bills due on January 10, 2020.

August 2019

August 10, 2019 – Bills Due (night drop available – credit/debit card payments accepted via automated telephone line and website)

August 12, 2019 – Late fee assessed to accounts – Late notices mailed and emailed to customers.

August 13, 2019 – Delinquent/Past Due phone call notifications sent.

August 23, 2019 – Disconnection phone notifications sent.

August 30, 2019 – Last Day to make payment to avoid disconnection.

September 2, 2019 – Office closed for Labor Day Holiday

September 3, 2019 – Disconnection Day – Disconnection crews are dispatched by 8:30 a.m., to any account that has a past due balance. There is a \$35.00 fee for the crew being dispatched plus a \$35.00 unlock fee. The \$70.00 reconnection fee plus the total **past due** balance on the account is due before water services will be restored.

September 2019

September 10, 2019 - Bills Due (night drop available – credit/debit card payments accepted via automated telephone line and website)

September 11, 2019 – Late fee assessed to accounts – Late notices mailed out and emailed to customers.

September 12, 2019 – Delinquent/Past Due phone call notifications sent.

September 27, 2019 – Disconnection phone notifications sent.

September 30, 2019 – Last Day to make payment to avoid disconnection.

October 1, 2019 - Disconnection Day – Disconnection crews are dispatched by 8:30 a.m., to any account that has a past due balance. There is a \$35.00 fee for the crew being dispatched plus a \$35.00 unlock fee. The \$70.00 reconnection fee plus the total **past due** balance on the account is due before water services will be restored.

October 2019

October 10, 2019 - Bills Due (night drop available – credit/debit card payments accepted via automated telephone line and website)

October 11, 2019 – Late fee assessed to accounts – Late notices mailed out and emailed to customers. Delinquent/Past Due phone call notifications sent.

October 14, 2019 – Office closed for Columbus Day Holiday

October 25, 2019 – Disconnection phone notifications sent.

November 1, 2019 – Last Day to make payment to avoid disconnection.

November 5, 2019 - Disconnection Day – Disconnection crews are dispatched by 8:30 a.m., to any account that has a past due balance. There is a \$35.00 fee for the crew being dispatched plus a \$35.00 unlock fee. The \$70.00 reconnection fee plus the total **past due** balance on the account is due before water services will be restored.

November 2019

November 10, 2019 - Bills Due (night drop available – credit/debit card payments accepted via automated telephone line and website)

November 12, 2019 – Late fee assessed to accounts – Late notices mailed out and emailed to customers. Delinquent/Past Due phone call notifications sent.

November 22, 2019 – Disconnection phone notifications sent.

November 27, 2019 – Last Day to make payment to avoid disconnection.

November 28 & 29th – **Office closed for Thanksgiving Holiday**

December 3, 2019 - Disconnection Day – Disconnection crews are dispatched by 8:30 a.m., to any account that has a past due balance. There is a \$35.00 fee for the crew being dispatched plus a \$35.00 unlock fee. The \$70.00 reconnection fee plus the total **past due** balance on the account is due before water services will be restored.

December 2019

December 10, 2019 - Bills Due (night drop available – credit/debit card payments accepted via automated telephone line and website)

December 11, 2019 – Late fee assessed to accounts – Late notices mailed out and emailed to customers. Delinquent/Past Due phone call notifications sent.

December 24 & 25th, 2019 – **Office closed for Christmas Holiday**

December 27, 2019 – Disconnection phone notifications sent.

January 1, 2020 office closed for New Year Holiday

January 3, 2020 – Last Day to make payment to avoid disconnection.

January 7, 2020 - Disconnection Day – Disconnection crews are dispatched by 8:30 a.m., to any account that has a past due balance. There is a \$35.00 fee for the crew being dispatched plus a \$35.00 unlock fee. The \$70.00 reconnection fee plus the total **past due** balance on the account is due before water services will be restored.

January 2020,

January 10, 2020 – Bills Due (night drop available – credit/debit card payments accepted via automated telephone line and website)

January 13, 2020 – Late fee assessed to accounts – Late notices mailed out and emailed to customers. Delinquent/Past Due phone call notifications sent.

January 20, 2020– Disconnection phone notifications sent.

January 24, 2020 – Last Day to make payment to avoid disconnection.

January 28, 2020 - Disconnection Day – Disconnection crews are dispatched by 8:30 a.m., to any account that has a past due balance. There is a \$35.00 fee for the crew being dispatched plus a \$35.00 unlock fee. The \$70.00 reconnection fee plus the total **past due** balance on the account is due before water services will be restored.