

DELINQUENT ACCOUNT PROCEDURES

1. The last day to pay to avoid penalties is the 20th of each month. If the 20th falls on a Saturday or Sunday, the date is extended to the next business day.
2. The delinquent notices are compiled, printed and sent out the following day after penalties have been added.
3. The actual date that meters are a pulled will vary a day or two each month. For example, if the third day of the month falls on a Thursday or Friday, the disconnects will not actually begin until the following Monday. If the 3rd falls on a Monday, disconnects will begin on the next business day. There are no disconnections done on Friday.
4. When a customer comes into the office on any day that disconnections are being done, we check with the crew member who has the work order to see if it has been pulled yet. If it has NOT been pulled yet, we have the crew member mark the work as paid and the disconnection is avoided.
5. Once the meter has been pulled, the following fees are to be paid to have service re-instated.
 1. Disconnect service charge - \$40.00
 2. Reconnect service charge - \$40.00
 3. Deposit - (If there is not one on the account at the time of disconnect) \$60.00
 4. The customer can pay EITHER the arrears amount of their bill or the full amount on the account.
 5. Once monies are paid, a work order is issued to have service re-connected and crew member notified.
6. If the account remains inactive, a work order to follow up is issued to check for illegal usage. If the water is being used and the fees to re-connect services have NOT been paid, any apparatus found in the base will be removed and a new work order for the service to be disconnected from the main line will be issued.