

Service Interruption Policies

The first business day of every month is our Lock Out Day. On this day, we conduct a thorough review of all accounts, and any account that has been more than 30 days past due will be subject to disconnection. Please understand that this policy is in place to ensure fairness and consistency for all customers.

At 8:00 AM on Lock Out Day, when our office opens, we review the disconnect list. If your account is listed, your meter will be locked, and the mandatory lockout fee of \$100.00 will be charged automatically. This fee is **NOT** negotiable and **MUST** be paid in full along with your bill before your service can be restored. We urge you to make payment arrangements before this time to avoid service interruption as once the process begins, it cannot be reversed until full payment is received.

Water bills are mailed by the fifth of each month. If you notice a past due amount in your statement, please take immediate action by paying your balance or contacting our office to discuss a payment plan. Proactive communication is essential, and we are here to assist you if you reach out before Lock Out Day.

If your service is disconnected, you must pay both the outstanding balance and the lockout fee by 12:00 PM to have your service restored the same day. Payments received after 12:00 PM will result in your meter remaining locked until the next business day. Please note that late payments will not be accommodated for same-day reconnection and meters will not be unlocked after hours.

Friendly reminder calls and mailed disconnection notices are **NO** longer part of our procedures. It is now your sole responsibility to monitor your account and pay your bill on time.

Tampering with or cutting a meter lock is strictly prohibited. If we discover that a lock has been tampered with a \$1,000.00 fine will be imposed, further legal action may be taken.

Summary of Service Interruption Policies

- The first business day of every month is Lock Out Day. Accounts over 30 days past due will be disconnected.
- At 8:00 AM on Lock Out Day, disconnects are reviewed. If your account is listed, your meter is locked and a \$100 non-negotiable lockout fee is charged. Payment must be made in full to restore service.
- Water bills are mailed by the fifth of each month. If your bill is past due, pay immediately or contact our office for a payment plan before Lock Out Day.
- To restore service the same day after disconnection, pay the balance and lockout fee by 12:00 PM. Payments after 12:00 PM are processed the next business day. Meters are not unlocked after hours.
- No more reminder calls or mailed disconnection notices. You are responsible for monitoring and paying your bill on time.
- Meter tampering is strictly prohibited. A \$1,000 fine and possible legal action apply if a lock is tampered with or cut.