

Past Due/Disconnect Policy and Fees

Your water service will be disconnected:

- IF YOU GO 3 MONTHS WITHOUT MAKING ANY PAYMENTS
- IF YOU ONLY MAKE PARTIAL PAYMENTS RESULTING IN A PAST DUE BALANCE REMAINING ON THE ACCOUNT FOR 3 MONTHS

Disconnect warnings are printed at the bottom of your bill-that is the only notice you will be given. Once you are disconnected the balance must be paid in full – no other payment arrangements may be made at that time.

Reconnection Procedure:

1. Reconnection shall occur only when payments of delinquent/past due accounts plus applicable penalties and fees have been made to Water District #4. Water District #4 field staff is not authorized to accept payments or to authorize reconnection.
2. Water District #4 shall restore water service the same day as payment is made, so long as such payment occurs on a business day prior to 4:00 P.M. Water District #4 shall make a reasonable effort to restore water service on the same day as payment is made after 4:00 P.M., although Water District #4 is not required to make such effort if it results in overtime payments to staff.
3. In the case of payments made after 4:00 P.M. Water District #4 shall restore water service as soon as possible, but not later than the next business day. If the next day is a holiday, weekend or other non-business day, Water District #4 shall restore service on the day of payment as long as it is the first disconnection in a 12-month period. Timely reconnection requirements may be suspended due to an emergency or some other urgent public service requirement.

Reconnection Fees:

The first time an account is disconnected during any twelve-month period, a reconnection fee of twenty-five dollars (\$25.00) shall be applied to the bill if paid between 8am and 4pm Monday-Friday (Holidays excluded). If paid between 4pm and 5pm Monday-Friday (Holidays excluded), a reconnection fee of fifty dollars (\$50.00) shall be applied to the bill. The bill, with all penalties and fees, must be paid in full prior to reconnection of service. The reconnection fee shall increase by twenty-five dollars (\$25.00) for each subsequent disconnection during a 12-month period with a max fee of one hundred dollars (\$100.00).

A reconnection will only take place during the hours of 8am and 4pm Monday-Friday (Holidays excluded) for the second and any subsequent disconnections of the same account which occurs within twelve (12) months of the last disconnection. Once the delinquent account reaches the one hundred dollar (\$100.00) max it will remain there until the account goes twelve (12) full months without disconnection.