

## Water Disconnection Policy Reminder

The Town office has received quite a few questions lately regarding the Town's water disconnection policy so we thought it would be beneficial to everyone to send out a reminder. The Town's policy became effective on January 1, 2017 and is as follows:

1. Water/sewer bills are mailed out monthly with a due date of the 28<sup>th</sup> the following month.
2. If payment is not received in the office on or before the due date, a 2% late fee will be assessed.
3. If payment is not received before 10 days after the due date, a disconnect notice is issued. Each disconnect notice is mailed to every homeowner and is also posted on the front door of each rental property.
4. The disconnect notice will give the owner and/or tenant an additional 10 days to pay their bill in full to avoid disconnection.
5. If payment is not received in full by the close of the 10<sup>th</sup> day following the issuance of the disconnect notice, the water will be disconnected the following business day at 8:00 am and a \$50.00 disconnect fee will be assessed to the account immediately. An account is considered disconnected when the address is given to the water department for disconnection, and NOT when the water is physically disconnected. So, in other words – if the water department receives notice at 8:15 am to disconnect your water and you come into the office to pay before they actually get to your property to disconnect the water, you will still be required to pay the \$50.00 disconnection fee.
6. To have your water reconnected, the entire past due bill along with a \$50.00 disconnection fee and a \$50.00 reconnection fee must be received by the Town office. The Town office is the only place that payments will be accepted – **the water department employees WILL NOT accept payment.**
7. Payment must be received in the Town office prior to 3:00 pm in order to have your water reconnected the same day.
8. Water will be reconnected at the convenience of the water department, which means it may take a couple of hours before they are able to reconnect. However, all paid properties will be reconnected before the water department leaves for the day.
9. The Town is no longer able to accept late payments arrangements, payment plans or postdated checks in order to avoid disconnection. **NO EXCEPTIONS WILL BE MADE!**
10. The Town accepts cash, money order, checks and credit cards (with a small convenience fee). You may pay over the phone with your credit card if you would like to do so and there is a slot in the Town office door to put payments into if the office is not open.

PLEASE NOTE - Contacting the on-call water department personnel after hours WILL NOT result in your water being turned back on that day/evening. You will need to wait until the Town office opens the next business day at 8:00 am to pay your bill and then your water will be reconnected. The after-hours phone is for emergencies only and this does not classify as an emergency.

If you do not receive a water bill you may contact the Town office around the first of each month to obtain your amount due.

If you have any questions regarding this policy or your water bill please do not hesitate to contact us.