

Customer Billing Cycle:

The water meter reading cycle generally starts the 25th of the month and ends around the 22nd of the following month, depending on weather, weekends, holidays, etc. Bills are generally mailed on the 24th of the month and due by the 9th of the following month, also depending on the circumstances previously stated. Due to the extended time required for the billing process, we do not carry a balance forward from the previous month. Therefore, to avoid late fees or disconnection, please call our office by the 30th of the month for your balance, if you have not received a bill.

Billing Policy:

A late fee of 5% is added to the bill on the day after the due date. There will be one collection notice mailed on the 11th day after the due date for customers with a balance due. The collection notice reflects the customer's bill with the 5% late fee and an initial \$5.00 collection fee if paid by the date indicated on the notice followed by an additional \$10.00 collection fee for payments received after the \$5.00 notice grace period is due and before the disconnection date. Customers that sign up for Alerts on our website will receive a notification by text, voice, and email 2 days prior to the \$10.00 collection fee and also the final delinquent fee that generates a disconnection. On the date of disconnection and prior to the opening of the business day, unpaid delinquent accounts are charged a final delinquent fee of \$65.00 and scheduled for disconnection. To resume water service, delinquent accounts will require a payment of \$65.00 plus past and present bills. **Online payments received from customers for reconnection of services due to nonpayment will not post as paid until the following day.** Failure to pay disconnected accounts two weeks after the disconnection date will result in termination of the account and the deposit will be applied to the unpaid balance. Restoration of services from account closure due to unpaid balances will require payment of a new deposit plus all unpaid balances.