

# DISCONNECTION PROCEDURES

## Disconnection Procedures

When a customer is delinquent on their water bill for 30 days and they have an amount greater than \$75.00 past due, they are tagged for shutoff. If a payment is made, but the past due balance is still over \$75.00 the customer will still be tagged for shutoff. They are sent a termination notice on their normal water bill which is mailed around the 23<sup>rd</sup> of each month. They are also sent an additional shutoff notice around the 3<sup>rd</sup> of the next month. Shutoffs occur close to the 15<sup>th</sup> each month. If a customer has a leak and is not taking action to repair the leak management has the right to shutoff the meter until it is repaired. The customer will be notified of the leak and of the reason of shutoff until it is repaired. This circumstance may bypass the normal notice procedure if necessary.

If the customer does not pay before the date of shutoff, the service will be locked off and possibly the meter removed if the customer has a history of tampering. In extreme cases, the district may shutoff or terminate the service at the corporation stop valve.

Once the customer reaches shutoff status and has not paid after receiving the bill with shutoff notice as well as the additional shutoff notice, no additional attempts will be made to contact the customer. The field technician **will not** attempt to make contact with the customer before terminating service. A notification of the termination will be placed at the water meter. Field personnel will not accept payment.

A meter reading will be taken at the time of shutoff and the customer will have to pay for all water that has went through the meter to that point. If the customer has used additional water since the last regular meter reading, then they will be charged for the additional water used. The minimum charge for this additional water will be the minimum bill for the following month.

The first service call for shutoff will be charged an additional \$100.00 each trip. If the same customer is up for shutoff multiple times in any 12 month period, they will be charged \$150.00 for each trip. No reconnects will be performed on overtime. The first time per 12 month period that a customer is shut off, if time allows and the bill is paid the water will be turned back on the same day. Each time after the first shutoff in each 12 month period, it will be 24 hours before service is restored even if the bill has been paid.

## Customers Making Arrangements to stop or delay a Shut Off the day of shut off

We mail a delinquent notice to all customers who are scheduled for disconnection due to non-payment of their water account in the date range of the 29<sup>th</sup> to the 3<sup>rd</sup> of each month. This is in addition to the termination notice on their water bill. It clearly states that all past due bills that are not paid by the 15<sup>th</sup> of the month will be shut off close to that date. If customers are not able to follow the payment guidelines they are typically given the opportunity to make a payment arrangement if they call and make those arrangements before the day of shutoff.

The guidelines for payment arrangements are as follows:

- A. We will accept phone calls for arrangements during regular working hours up to the date of shut off. We will extend the payment day to the 22<sup>nd</sup>. We will no longer extend beyond this day. If arrangements are not kept as promised, the water service will be shut off with no additional notification to the customer or knock on the door.
- B. On the **day** of shut off, we will no longer accept any type of arrangements for payment. We will accept payment at the office in cash, check, or money order or over our credit card service, Nexbillpay.
- C. On the event that a bad check is received for payment to prevent a shut off, no notice will be given and service will be disconnected as soon as physically possible by the water company.