



## **SHUT OFF AND DISCONNECTION POLICY**

- Each location will receive a monthly billing that is due by the 10<sup>th</sup> of the following month.
- On the 11<sup>th</sup> of the month a penalty of 10% will be added for late payments.
- On the 11<sup>th</sup> or the first regular business day after the 10<sup>th</sup> every reasonable effort will be made to reach any customer who is delinquent to notify of pending shut off of service.
- All delinquent accounts must be resolved in the office on the first Monday after the 20<sup>th</sup> of the month that the bill is due; otherwise, service will be shut off for all delinquent customers on the following Tuesday. When full payment is received, service will be restored at the operator's convenience, but no later than 2 business days after payment is received.
- At the time of disconnection, a \$60 fee will be charged to the account for the services required to process a disconnection and reconnection of service. This fee is due as well as the balance of the account before service is restored.

Approved on \_\_\_\_\_ 8/16/2023 \_\_\_\_\_ by PWSD #2 Board Members