

## **DISCONNECT POLICY/PROCEDURE**

- 1) If your account is not paid in full to a zero balance as of the 11<sup>th</sup> day of the month then your account will be charged a 10 % late charge.
- 2) If you have a past due balance (*BalFwd*) on your account/ bill as of the 1st of the month then your services will be subject to disconnection.
- 3) Greater Ward One Waterworks mails late notices on the 11<sup>th</sup> day of the month. If the account is not paid in full by the 21<sup>st</sup> of the month, services are subject to disconnect. No further notice is given.
- 4) Accounts with past due balances from the prior month will incur a \$25.00 Delinquent Fee on the 21<sup>st</sup> of the month if the account has not been paid to a zero balance. This \$25 Delinquent Fee will be automatically added to your account on the 21st of the month.
- 5) Your services will then be disconnected without further notice. Your account including all assessed charges must be paid to a zero balance before 9 a.m. on "cut-off day" in order to avoid disconnection. If your services are disconnected, your account must be paid to a zero balance in order to reinstate services.
- 6) Greater Ward One Waterworks will provide same day service for all reconnects provided that the balance has been paid in full before 11 a.m. of the same day. Customers paying to reinstate on Friday, after 11 a.m. will be reinstated on the next business day, Monday. Crews do not work on holidays or weekends.

This policy was adopted by the Board of Commissioners for Greater Ward One Waterworks on November 7, 2022