

DELINQUENT/SHUT OFF POLICY

When your account becomes delinquent and you are sent a “shut-off” notice/letter you will have until the date specified on the letter to pay the balance of your account or come into the Clerk’s office in person to make payment arrangements which will require your signature and date on the ‘Agreement to extend water shut of date’ before the specified shut off date. Once this notice/letter is mailed to you, you must pay the balance of your account, or make payment arrangements. If you choose to not pay the balance or make payment arrangement and the towns employees come to your property to shut your water service off, your service will be shut off regardless if you come out with cash in hand or not or try to make the arrangements then. Again, the payment arrangement needs to be made prior to the employees showing up on your property. If your water service is shut off due to non-payment the fee to have your water service restored is \$125.00. Remember this is a fee not a deposit – please see town code below.

Excerpt from Town Code 10-1-20 and 10-1-12 pertaining to non-payment turn offs:

10-1-20: Connection, Disconnection and Reconnection

Charges:

There shall be a fifty-dollar (\$50.00) charge for turning the water service on for a new user, which shall include an existing user which has had the water turned off for any reason other than non-payment of a Town water bill. When water is once turned on to any premises, there shall be no charge for turning the water off, during normal Town working hours. ***If the water is turned off due to the failure to timely pay any water bill(s), there shall be a charge of one hundred twenty-five dollars (\$125.00) for turning the water service on again.*** If the water is shut off at the request of the owner or his agent due to an emergency occurring during other than normal Town working hours, the disconnection fee shall be equal to the actual cost to the Town, including labor and equipment charges, up to a maximum fee of fifty dollars (\$50.00), all these charges are subject to change by resolution by the Town Council.

10-1-12 B. Payment; Penalty; Shutoff: The above charges and rentals will be paid monthly at the end of each month. If the charges and rentals are not paid on or before the tenth day of each succeeding month, the town shall add a penalty of four dollars (\$4.00) to the outstanding (water) balance per month for every month payment is not received. The town shall also add the actual costs incurred by the town for postage, office staff time and any other direct costs incurred by the town in the collection of delinquent accounts. *Should any water user fail to pay the user charge, penalty, and costs incurred by the town by the tenth day of the succeeding month, the town may shut off all water service to the property.* Water shall not be turned on again until all charges are paid, together with the charge for shutting off and turning on the water; provided, that the municipality shall not shut off the water until the owner shall have been given seven days' notice in writing, by first class mail, mailed to his mailing address as shown on the records of the water utility.