

DISCONNECTION/RECONNECTION POLICY

JUNE 1, 2009

- Customers have 15 days from the due date of billing to pay their bill to avoid a **DELINQUENT NOTICE** door hanger.
- If a customer receives a door hanger, they will be assessed a \$20.00 fee automatically and will then have 24 hours to pay the bill or make other arrangements with District staff to avoid disconnection of services.
- If the account remains unpaid or arrangements are not made by the customer, **the water service will be disconnected until the full amount owing on the account, any interest, the \$20.00 late notice, and a \$50.00 reconnection fee have been paid.**
- If an account is a rental, the account will stay in the owner's name and owner will retain responsibility for payment. **OR**, a security deposit of \$100.00 for water and \$100.00 for sewer will be required to place the renter's name on the account billing.
- Property owners are always ultimately responsible for who is allowed to occupy their properties and any unpaid balance for water and sewer.