

**CUT-OFF – WATER UTILITIES
POLICY AND PROCEDURE**

Water bills are due by the 15th of each month. If not paid by the last Tuesday of the month, your service will be disconnected the following business day.

Customers who have encountered a large water bill under \$500.00 due to a leak will contact their District Council member to request a payment plan which will be presented in writing to the mayor for approval. The customer will be required to submit proof that a leak occurred and that it has been fixed before granting a payment agreement for a leak. The Mayor will acknowledge approval of the payment plan in writing and forward to the Clerk to complete the "Promise to Pay" Agreement. The customer will be able to pay the excess bill under \$500.00 over a period of three (3) months. The current bill must be paid on a timely basis along with agreed payment plan. If the customer does not pay as agreed, the water may be disconnected without notice to the alderman or the customer.

Customers who have encountered a large water bill over \$500.00 due to a leak will contact their District Council member to request a payment plan which will be presented in writing to the mayor for approval. The customer will be required to submit proof that a leak occurred and that it has been fixed before granting a payment agreement for a leak. The Mayor will acknowledge approval of the payment plan in writing and forward to the Clerk to complete the "Promise to Pay" Agreement. The customer will be able to pay the excess bill of more than \$500.00 over a period of six (6) months to twenty-four (24) months depending on the amount of the bill and agreement with the town as stated herein. The current bill must be paid on a timely basis along with the agreed payment plan. If the customer does not pay as agreed, the water may be disconnected without notice to the alderman or the customer.

Any account that is cut-off for non-payment will be charged a \$50.00 reconnect fee which is due and payable as well as any balance due on the account. **Payment to reconnect service will be accepted in the form of cash, credit/debit card or money order only.**