

NOTICE REGARDING UTILITY DELINQUENT NOTICES, WATER SHUT OFF POLICY AND FEES

Effective January 1, 2019, a change in timing for sending out delinquent notices will occur:

The timeline will be as follows:

- 1st day of month – Meters are read (weather permitting)
- 15th day of month – Utility Bills are mailed showing usage for prior calendar month
- Last day of month – Utility bills for prior month are due
- 1st day of following month – delinquent notices sent out giving a week to pay overdue bill

If overdue bill is not paid within that week, a red door tag is placed on the door of the residence. Red door tag provides notice that water will be shut off if overdue utility bill is not paid in full the following day. Water is not turned back on until all overdue utility bills and fees are paid in full.

Dates referenced above are typical dates. Dates that fall on weekends and holidays or that are impacted by weather or other events advance to next regular work day.

In addition to the change in timing of delinquency notices, the Council has recently passed and made effective immediately Ordinance #448 which establishes the following fees:

- Hang red door tag: \$30.00 charge.
- Water shut off: \$30.00 charge.
- Turn water back on: \$30.00 charge.