



## DISCONNECTION OF SERVICE FOR NON-PAYMENT

Utility bills are considered delinquent if not paid by the Due Date, and services are subject to disconnection if account is more than 30 days or more than \$30 past due.

The shut off fee is \$75 is assessed on the account if full payment is not received by 5 PM on the day before the Disconnect Date. This fee is based on a customer not paying the required payment by the applicable due date, not on whether services were actually disconnected.

Minimum charges for all services will continue to bill monthly, even when water service is off.

**UNTIL DECEMBER 31, 2017:** Service will be restored on the same day if the entire account balance is paid by 3:00 p.m. If after 3:00 p.m., service will be restored the following business day.

**EFFECTIVE JANUARY 1, 2018:** Customers who have their water shut-off for non-payment will not be reconnected on the Disconnect Date, even if the account balance is paid. Reconnects will not start until the day after the Disconnect Date. Starting the day after the Disconnect Date, service will be restored on the same day if the entire account balance is paid by 3:00 PM. If after 3:00 PM, service will be restored the following business day.

Under no circumstances is any customer or individual other than an authorized PWC representative permitted to restore water service to a premise. In the event this occurs, a \$ 250.00 tampering charge will be assessed, and the matter may be turned over to local law enforcement for theft of service. The entire account balance plus the Tampering Fee must be paid in order to restore service.

Payment arrangements are available upon request as long as a disconnect notice has not been issued on the account. Once a disconnect notice has been issued, PWC reserves the right to refuse a payment arrangement.

For any questions, please contact our customer service team during normal business hours at (800)248-7689.