



Mayor Richard E. Holman

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Barbara J. Winegar, City Clerk

Temporary Disconnection of Water Services for Nonpayment of Bill

If a resident is two months in arrears paying their water bill, a shut-off notice is generated for the total amount due plus a \$25.00 red tag/administrative notice fee. Once the notice is generated and mailed, the resident has ten days to pay the entire amount due or come in to City Hall and make a payment arrangement.

A payment arrangement can be made until the close of business (4:30 pm) before the shut-off date. A payment of 34 percent of total amount due, including any fees, is required upon completing a payment agreement. The total amount is required to be paid by the 20th day of the month of the current billing cycle; however, the balance due can be split into 3 monthly payments added to your monthly bill. If the resident defaults on a payment arrangement, the arrangement is cancelled and water service will be shut-off immediately. Residents are limited to two payment arrangements per calendar year. Defaulting on two payment arrangements in a calendar year causes ineligibility for another payment arrangement for at least one full calendar year. Current Residents (Tenants) must have a Landlord sign the agreement before it will be valid.

At 8 am on the day of shut-off, a fee of \$75.00 is added whether or not the water is actually turned off and payment arrangements are no longer available. The amount due will include all past due monies, the current monthly bill, and all applicable fees. No water will be turned on after 3 pm on any given day. Any payments made after 3 pm will have the water turned on the next business day. An adult over the age of 18 must be present when water is turned on.

If a payment comes in after 4:30 pm the night before the shut off date via Credit Card or Drop Box your payment will be considered late and will have the \$75.00 turn on/off fee added to your account regardless of shut off status.

Do not place a red tag/shut off payment in the drop box. They will be considered late.