**Disconnect Procedures**

Disconnect Policy: All accounts that are past due at 8:am on the 25th of each month are subject to disconnection. If the 25th falls on a Friday or the weekend; disconnections will be done the following business day.

 NO DISCONNECTS IN DECEMBER due to Christmas. Disconnects will be done for December in January.

 NO DISCONNECTS ON FRIDAYS

No customer is allowed to get an extension on their account on the disconnect date.

All charges are due before water is restored. NO PARTIAL PAYMENTS!

There is not an actual time frame that water will be restored once customer pays. We strive to restore service as quickly as possible but unlocks start at 2pm and are done in order received.

 Any checks written to avoid disconnect that are returned will have all fees applied and will be disconnected the day off return. All accounts on the list will be charged the $30.00 Reconnect Fee and a $30.00 service trip fee.

 All meters on list will be locked until 2:00 pm that day. Unlocks will begin after 2:00 pm Operators MUST provide office with locked time and readings