

## **CITY OF ESSEXVILLE**

### **Water Service Shut-Off Policy**

When a bill is not paid by the due date set by ordinance, the following collection procedures will be implemented to facilitate payment and/or collection:

1. An over-due notice will be sent to the customer giving them 10 days to pay their account in full or to make arrangements acceptable to the City. The notice will advise the customer that failure to pay the account in full or to make payment arrangements will result in the water service being shut off.
2. If the account is not paid in full or acceptable arrangements to pay are not made and accepted by the City, a City of Essexville representative will be sent to shut off the water service after expiration of the 10- day notice. A \$50.00 shut-off charge will be added to their account. A notice will be left with the customer or at the residence notifying them that the water has been shut off due to delinquency. The notice will list the amount past due (including the \$50.00 shut-off fee) and instruct the customer to pay their account at City Hall. The delinquent account must be paid at City Hall.
3. When the account is paid in full, including the \$50.00 shut-off charge, water service will be reactivated. The customer or their representative must be present when the water service is reactivated due to liability of possible water damage inside the home.