

Why did my water get shut-off?

Q: I came home from work and my water has been shut-off. Why did that happen?

A: Your water was shut-off because you were 60 days past due on paying your sewer bill. If your account has a previous balance charge on the current bill, and it is not paid in full by the due date, your service will be disconnected on the first Tuesday after the current due date.

Q: Why didn't I get another notice before my water was shut off?

A: We do not mail out a separate notice for the disconnection of service. The information regarding your delinquency can be found on your sewer bill. If service is to be disconnected a utility representative will deliver a notice by placing a door hanger at the front door of the residence. At this time your account is considered delinquent.

Q: What type of payment do you require in order to have my service reconnected?

A: We only accept payment in the form of cash or money order.

Q: Are there other fees I have to pay to get my water turned back on?

A: We require a \$45 reconnection fee to be paid to the Utility Office, and a Service Reconnection form must be signed by the resident or a representative before the service can be reinstated.

Q: If I see that my bill is past due, how can I avoid having my water service disconnected?

A: You must pay the balance by 9:00 a.m. on the day of the service termination.