



Water Disconnect/Reconnect Policy - Effective January 1, 2023

The City sends utility bills on the last day of the month. Payment for this bill is due on the 15th of the month. If payment is not received by 8:00 a.m. on the 16th of the month, a 10% penalty is applied to the account. The shut-off date is the 23rd of each month. Whenever these dates fall on a day when the office is closed it will be the following business day. A non-payment fee of \$50.00 is charged to any account on which payment has not been received by 8:30 a.m. on the day of the shut-off date.

Following are procedures for staff to follow for water service disconnects and reconnections:

1. Water bills will be mailed out on or before the first business day of the month and are due on the 15th of every month.
2. On the 16th of the month, the Utility Billing Clerk will generate a list of any residents who have unpaid utility bills and send a notice to those residents indicating their water will be disconnected and include the date on which that will happen if the bill is not paid. If payment is not received by 8:00 a.m. on the 16th of the month, a 10% penalty is applied to the account. When this day falls on a day when the office is closed it will be the following business day.
3. Disconnect day is the 23rd of each month. At 8:30 a.m., on the water disconnect date, any utility account with an unpaid bill will be charged a \$50.00 non-payment fee regardless of disconnection of service and city staff will begin to shut off water at locations. When this day falls on a day when the office is closed it will be the following business day.
4. As utility account payments are made, water will be turned on during the day. Accounts that remain delinquent at the end of the business day will have service restored, after payment, on the next regular business day.