



Town of Bowling Green
Department of Public Works
Disconnection Policy Relating to Non-Payment for Water Services

The following is the policy of the Department of Public Works of Bowling Green Town, Virginia ("DPW") relating to disconnection of water accounts due to the non- or inadequate payment for services. In adopting this policy, the Department is following the requirements of Virginia Code Sections 15.2-2119 and 15.2-2121.1 through 2121.3, as amended, as well as Article II of Chapter 5 of the Bowling Green Town Code, as amended. This policy is intended to provide guidance as to how DPW will follow this controlling law. In no case will this policy supersede any emergency declaration or utility disconnection moratoriums established by the Governor of the Commonwealth of Virginia or the Town Administrator. The Director of the Department of Public Works or his/her designee may suspend, alter, postpone or cancel water service disconnections or other action under this policy in their reasonable discretion.

I. Applicability.

- a. This policy only applies to those circumstances when water service is disconnected due to nonpayment or delinquency of payment on a customer's water account.
- b. This policy does not apply when water customers who request that their water service be turned off, nor does it address when liens are placed on properties for non-payment.
- c. This policy does not apply when the Town voluntarily suspends scheduled disconnections during other extreme weather events, emergency conditions, or circumstances in which the Town determines such suspension necessary to protect the health and safety of its customers and the reliability of utility service in the Commonwealth. Further, nothing in this section shall be construed to prohibit (i) emergency disconnections for health and safety purposes, or (ii) the occurrence of an automatic service suspension associated with prepaid utility service. Any fees or expenses incurred by the Town in complying with the requirements of 15.2-2121.2 shall be recovered by the Town.

II. Payment of Utility Bills

- a. Invoices for utility bills are billed monthly and payable upon receipt. Invoices are sent via first class mail.
- b. Any invoice not paid within thirty (30) days of the billing date shall be delinquent and a service charge of five (5) percent of the delinquent amount shall be assessed.
- c. After each missed payment, DPW will deliver notice of nonpayment of bills



and/or fees to its residential customers via mail, email, text message, phone call, or door hanger. Information regarding bill payment assistance and payment plans will be provided through reference to the DPW website, as stated herein.

III. Disconnection Notice

- a. All DPW customers have sixty (60) days after their bill is due (which equals ninety (90) days past their billing date) before they are subject to water service disconnection.
- b. A notice shall be mailed to the customer at least ten (10) business days before the scheduled disconnection date, stating that the account is delinquent and will soon be subject to water service disconnection (the “Disconnection Notice”). The Disconnection Notice will serve as mail notification of an outstanding utility bill and include a copy of this policy.
- c. Customers may also receive an additional notification through a door tag placed on their property prior to being eligible for disconnection.

IV. Guidelines for Disconnection of Service for Nonpayment

- a. DPW representatives in charge of scheduling disconnections of notice of service will consult the National Weather Service prior to proceeding with the disconnection.
- b. Residential customers will not be disconnected due to nonpayment when the temperature forecasted by the National Weather Service’s seven (7) day forecast for the Town of Bowling Green, Virginia is at or above 92 degrees Fahrenheit within the 24- hours following the scheduled disconnection date.
- c. Customers will not be disconnected due to nonpayment on Fridays, weekends, state holidays, or the day immediately before a state holiday.
- d. If the temperature on the scheduled disconnection date is at or above 92 degrees and/or the disconnection date falls on a Friday, weekend, state holiday, or the day immediately before a state holiday, the disconnection of a customer’s service will be automatically postponed until the next day on which these conditions do not exist.

V. Reinstatement of Services; Assistance Programs

- a. Customers may have their services restored by contacting DPW and remitting the payment required to bring their account current, including all delinquent amounts and associated interested and fees. Customers may contact DPW to discuss the availability of payment plans.



- b. Applicable resources for payment plans and assistance paying water bills will be available on the DPW website, including contact information for both the Virginia Department of Social Services and the Caroline County Department of Social Services, which offer support programs for families and individuals in need.

Adopted by the Bowling Green Town Council this ____ day of _____, 2024

By: _____
Mark Gaines, Mayor

Attest: _____
Clerk