

Current Process

1. Bills are mailed out no later than the 10th of each month.
2. Payment IN FULL is due by the last day of the month.
3. If payment IN FULL is not received by the last day of the month, a late fee of 5% of the outstanding balance will be assessed the first day of the following month.
4. If payment in full is still not received by the following 15th day of the month a late notice will be mailed out. This would then mean the account is 2 months delinquent.
5. If payment in full is not received by the last day of the 2nd month an additional late fee will be assessed on the first day of the following (3rd) month **AND** a *late notice text* will be sent out the Friday before the first Monday of the month.
6. If payment is not received by 5:00 that Friday, services will be shut off the first Monday of the 3rd month. To have services reinstated, payment in full is required plus an additional re-connect fee (\$75 for water, \$30 for gas).

Proposed Process

1. Bills are mailed out no later than the 10th of each month.
2. Payment IN FULL is due by the 25th of the month.
3. If payment IN FULL is not received prior to midnight of the 25th a late fee of 5% of the outstanding balance will be assessed on the 26th **AND** a physical late notice will be mailed out on the 26th or the next business day.
4. The Thursday* before the 1st Monday a text notice will be sent out, informing the customer if payment IN FULL is not made prior to midnight the following Sunday, services will be shut off no earlier than 9:00am the following Monday.
5. If payment is not made prior to midnight on Sunday, payment in full **plus** administrative fees, are required before services can be reinstated.

*In the event of an observed Holiday, the process will be enforced the following business day.