

## **Limestone County Water & Sewer Authority**

DESCRIPTION: Disconnect-Non Payment Policy No.: 2006-10  
EFFECTIVE: January 1, 2007  
BOARD APPROVED: March 23, 2006  
AMENDED: November 16, 2006  
AMENDED: December 13, 2007  
AMENDED: July 24, 2008

### **PURPOSE**

The purpose of this policy is to establish guidelines for disconnecting customer's service for non-payment.

### **GENERAL**

If a customer's bill is past due and above \$30, that customer is subject to disconnection according to a predetermined monthly schedule which is generated annually by the Customer Service Manager.

Once the collection list leaves the LCWSA office, customers whose names are on the list will be charged a \$30 service charge. In order to have the service restored, the customer must pay their bill in full (this will include the past due bill, service charge, and current bill). Bills paid during regular business hours will be turned on the same business day. Once the bill is paid in full, a service order will be generated to restore the service.

If a customer desires to have there service restored between 4:30 pm and 7:30 pm, a meter service technician will collect the payment for the bill plus an additional \$25 service charge for the after hours collection and restore the service.

### **PAYMENT EXTENSIONS**

A payment extension may be granted by the Customer Service Representatives or the New Accounts Representative for up to one week (7 days) past the customer's cutoff date. Any arrangement request outside of one week (7 days) MUST be granted by the Customer Service Manager.

If a customer does not adhere to the arrangement agreement, a service order will be generated the following day to disconnect the service and a \$30 service charge will be added to the customer's account.