

Proposal for bills, delinquents, and shut offs

Current procedure

Bills out on the 15th.

Due the 5th.

Delinquents are sent out on the 6th.

Shut off is the 13th day after the 5th not counting Sunday. Shut off day is usually around the 21st. Right now people will call and make arrangements for all times of the month and sometimes extending out past the following month. It has gotten out of control and hard to keep track of. A \$75.00 reconnect fee is added to reinstall service.

Proposed procedure

Bills out the 15th.

Due the 5th.

Delinquents sent out on the 6th

Delinquent bills are due the 13th

Tags hung on the 14th and charged \$25.00

Shut off will the 15th of every month or the Monday following if the 15th falls on a weekend. Still proposing a \$75.00 reconnect fee if someone is shut off. If after hours or on the weekend the reconnect fee will be \$125.00 The extra money will cover our call out for the public works.

Payment arrangements will only be allowed to go out to the 21st of each month. All bills must be paid in full on the 21st. So shut offs will be on the 15th and 21st of each month instead of keeping track of each day if someone made a payment arrangement.