

## **TOWN OF CHARLOTTE COURT HOUSE**

### **WATER BILLING & PAYMENT COLLECTION POLICY**

#### **METER READINGS:**

Water meter readings are typically taken over the last two days of each month. These dates may be adjusted in the case of inclement weather or if the last days of the month fall on a Sunday or federal holiday.

#### **WATER BILLING:**

Water bills are prepared and mailed by the 10<sup>th</sup> of each month. If the 10<sup>th</sup> of the month falls on a weekend or federal holiday, or if severe weather causes the Town office to be closed, water bills will be processed and mailed as soon as possible.

#### **WATER BILL DUE DATE:**

Water bills are due at the Town office on the 5<sup>th</sup> of the month following the month the bill was prepared. (Example: Bills prepared and mailed in January are due February 5<sup>th</sup>.)

#### **LATE PENALTY:**

A late penalty of 10% will be added to any unpaid balance on the 6<sup>th</sup> of the month. Failure to receive water bill does not relieve the water customer's responsibility to make payments by the due date and is no basis for excuse of penalties.

#### **WATER SERVICE CUT-OFF FOR NON-PAYMENT:**

Water service will be discontinued if payment is not received at the Town office by 10:00 a.m. on the 15<sup>th</sup> of the month. If the 15<sup>th</sup> falls on a weekend or federal holiday, cut-off will be postponed until the next regular business day. A notice will be put on the front door of the service location advising that water service was discontinued and the total amount to be paid at the Town office in order to restore service. If the front door of the service location is not accessible the notice will be left in a visible place.

#### **RECONNECTION FEE**

If water service was discontinued due to non-payment, a reconnection fee of \$25.00 will be added to the balance due. Once the water operator has been dispatched and is in route to disconnect the water service, the reconnection fee is required, whether or not the meter has actually been cut-off.

#### **WATER SERVICE RESTORATION**

When the past due balance and reconnection fee are paid in full, water service will be restored as soon as possible during regular office hours. To avoid a delay in water service restoration, payment should be made *at the Town office* during regular office hours: 9:00 a.m. – 1:00 p.m., Monday through Thursday.

#### **ADDITIONAL INFORMATION**

The Town accepts payments by cash, check, money order, and debit/credit cards ( at [www.towncch.com](http://www.towncch.com)). Payments may be left in the drop box at the Town Municipal building. Please do not put cash in the drop box. Payments may be made at the Bank of Charlotte County. (Payment receipts are generally collected once per week from the bank.)

The Town advises that payments for water service restoration be made at the Town office to avoid a processing delay.