



WATER DEPARTMENT TERMINATION POLICY

Effective November 6, 2013

1. Water Customers will be subject to termination when balance is past due.
2. Water Customers will be notified **30** days in advance of termination.
3. Termination Notice of multifamily dwellings will be served to the owners by the Constable.
4. Notice of termination will be placed on all entry doors of multifamily dwellings.
5. Pictures will be taken of termination notice on entry doors.
6. All Termination Notice payments must be made in cash, money order, or by certified bank check. Personal checks will not be accepted.
7. Master Card and Discover will be accepted for termination payments.
8. To avoid a termination, payment agreements may be considered by the Board of Water Commissioners in cases of documented extreme unusual hardship and through providing written hardship documentation with a written request from the Water Customer submitted to the Water Department no later than 15 days from the date of Termination Notice requesting to appear at the next public Water Commissioners' meeting. It is up to the Water Customer requesting a hardship hearing to mandatorily attend the next Water Commissioners meeting. Failure to attend the next Water Commissioners meeting will result in automatic denial of the hardship request and result in water service termination unless the entire past due amount including late fees is paid in full prior to the termination date.
9. The payment agreement shall be followed by the Water Customer. Failure to do so will result in termination of water service the day after the agreement due date. Failure to fulfill an agreement shall be just cause for the Commissioners refusal to consider any future agreements with the same Water Customer.
10. All costs of the termination (i.e. Constable fees, registered letters, etc.) shall be the responsibility of the Water Customer.
11. If service is terminated a 60.00 off/on fee will be charged to the Water Customer.
12. Water Department personnel that are called in after 3:30PM to turn water on will be paid overtime for 4 hours. This cost will be added to the Water Customer's account.



David R. O'Coin



Norman C. Letendre, Jr.



Robert O. Fritze, Jr.