

James Lamy, Chairman Rosa Jackson, Commissioner Cabrina Bell, Vice-Chairwoman Denise Wilkinson, Treasurer Jamie Bennett, Commissioner Michael Haas Jr., Attorney

WATER DISCONNECT POLICY

Adopted March 22, 2016

Payment is due upon receipt of bill and becomes past due after the due date stated on the bill. A late payment fee of \$10.00 will be assessed if the payment is not received by the close of business on the due date. The district is not responsible for delayed mail delivery of a payment or a bill.



A "Past Due" or second notice (red ink post card) will be sent to all past due accounts. This second notice shall include a date after which a technician will be dispatched to disconnect the water service. A third notice (brightly colored) will be left at the house when the service has been disconnected.



A partial payment is not sufficient to continue service unless a payment plan agreement has been made with the district's General Manager in advance.

Any service disconnected for non-payment shall remain disconnected until all delinquent amounts, as well as a \$50.00 reconnect fee have been paid in full or special arrangements for payment made with the district. You will also be required to complete a payment plan agreement and pay a \$100.00 security deposit as well as complete a user agreement if we do not have one on file.

If you receive a past due notice (red ink post card) and need to make special arrangements, please contact the General Manager at 228-533-0037. As long as your payment is paid as agreed upon by you and the district, your water service will not be disconnected. Failure to abide by the agreement will result in the service being disconnected and payment in full being required.

Disconnects are performed Monday through Thursday (except for Holidays) between 3 and 4 p.m. Reconnects are scheduled as soon as possible during normal work hours the same day payment in full is received. Someone needs to be home to make sure that no water was left on .If payment is made after 4:00 p.m. the reconnection will be done the following business day.

NO RECONNECT WILL BE DONE AFTER NORMAL WORK HOURS, WEEKENDS, OR HOLIDAYS..

Acceptable methods of payments for reconnect or payment agreements are cash, money order, or credit card. **NO PERSONAL CHECKS WILL BE ACCEPTED.** Credit card payments may be made in person or by calling the front office during normal business hours.

An account that remains delinquent after ninety (90) days, regardless of the balance amount, will be turned over to the attorney for processing through the courts. A lien judgment may be requested for failure to pay.

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