



Delinquent Account Policy

An account will be considered delinquent at any time charges remain unpaid beyond the Due Date shown on the Water Bill or Statement. The Company will discontinue service – the date of shut off - to a service address whose account remains delinquent after 6 weeks from the original Statement Date. Partial payments are not accepted once an account becomes delinquent, and the entire amount is due and payable in full to avoid discontinuance of service.

Further, please note that delinquent accounts not paid in full before the date of shut off will incur an additional **\$25.00** service charge.

All water bills are the responsibility of the Stockholder/Owner; however, Consolidated will send a copy of the Water Bill or Statement to the current occupant of a property if the Stockholder/Owner coordinates this special request with the Company.

Please be advised that before restoration of water service, the entire bill must be paid in full, including the service charge, and service terminated for non-payment will not be restored outside regular business hours. Therefore, payments received between 7:00 a.m. and 4:30 p.m. Monday through Friday (except Holidays) result in restoration of service the same day. Payments received after 4:30 p.m. Monday through Friday (except Holidays) result in restoration of service the next business day.

Settlement of an account with a check or electronic payment that does not clear the bank will result in a **\$20.00** returned check charge. A returned check or electronic payment on a delinquent account will result in immediate discontinuance of water service. The amount of the returned check, the **\$20.00** returned check charge, and any service charge must be paid in cash or certified funds before restoration of service occurs.

Revised April 1, 2019