

Bills are due ten (10) calendar days from the date of the bill. Bills become delinquent and subject to disconnection if not paid after twenty-five (25) days from the date of the bill. At least six days prior to any proposed disconnect, you will receive a reminder notice stating that your service will be disconnected. If payment is not made within this period, we will try to contact you by telephone as a courtesy at least one day before your service is to be disconnected. If you do not arrange for payment to be made, our personnel will disconnect the service. They will leave at your residence a notice of what has been done, where to call and what to do to have your service reconnected.

If your service is disconnected because of non-payment, your service will be reconnected only after you have paid your past-due account in full. You will also have to pay a reconnect fee as indicated below. We do not reconnect service after 9 p.m. or on weekends or observed holidays. If your service is disconnected for non-payment twice in one year, an additional deposit may be required. If you have a complaint concerning your service, or a question about your bill, advise us 24 hours before the date we have set to disconnect your service. We will attempt to take care of the matter to everyone's satisfaction. If you wish to request an extension for the payment of your bill, you must come to our office in person to complete the appropriate paperwork.

	Current Charge
Collection Trip	\$25
Reconnect during office hours and before 3 p.m.	\$50
Reconnect after 3 p.m. and after office hours	\$75