



UTILITY SERVICE DISCONNECTION TIMELINE

This calendar indicates the timeline the Utility Billing Department follows when the balance from a month's usage goes unpaid. In this scenario, when a bill reflecting water usage in March goes unpaid, utilities will be disconnected in June until the past due balance and reconnect fees are paid.

APRIL

Meters are read the first week in April. The meter reading indicates water used in the previous month (March).

SUN	MON	TUES	WED	THUR	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

PLEASE NOTE: During the second week, the Utility Billing Clerk produces an Abnormal Consumption Report which indicates accounts that have higher than average usage. They then attempt to contact the account holder to notify them that they had higher usage or may have had a leak.

MAY

The first week of the following month, a bill is generated, sent to the printer, and delivered to the account holder by USPS or via email by signing up for e-billing.

SUN	MON	TUES	WED	THUR	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Bills for March water usage are due on May 28th. Bills are due on the 28th of every month.

JUNE

If a bill goes unpaid, a late notice is generated and delivered to the account holder the following week, via USPS. The notice indicates the date that utility services will be disconnected if the balance is not paid from water usage in March.

SUN	MON	TUES	WED	THUR	FRI	SAT
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

On June 28th, the bill is officially 30 days past due.

JULY

After a bill is 30 days past due, a tag is placed on the door at the service address. The tag indicates the date that utility services will be disconnected if the past due balance remains unpaid.

SUN	MON	TUES	WED	THUR	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

When the past due balance isn't paid by the date indicated on the late notice, and the tag on the door, water services are disconnected.

Two months have passed since the bill was delivered. Two notifications, a past due notice and a shut-off door tag, were provided to the account holder. Both indicated that the past due balance needed to be paid to avoid service disconnection. For services to be reconnected, the past due amount, a deposit (if one is not already on file), and a re-connection fee must be paid.