



Payment Due Date/Disconnection Policy

Purpose

This policy outlines the procedures and guidelines for managing payment due dates, late fees and disconnection of service due to non-payment. It ensures fairness, transparency, and compliance with relevant regulations.

1. Payment Due Date

- Bills for water service are issued prior to the last day of each month and are **due on the 15th** day of the following month.
- Payment is late on the 16th, regardless of whether the bill was received in the mail or not.
- Payment must be received on or before the due date to avoid late fees.

2. Late Payment Fee/Disconnection Notice

- A late fee of **10% of the water and/or sewer balance** will be applied to unpaid accounts on the 16th day each month.
- A late notice/disconnection notice will NOT be mailed. The bill shall serve as your only notice and will specify the date for the service disconnection if not paid by the due date.

3. Service Disconnection

- If payment has not been received **10 calendar days** after the initial due date, the water service will be disconnected.
- Disconnections will occur during business hours and generally will not take place on weekends, holidays, or during extreme weather conditions.

4. Reconnection of Service

- Service will be reconnected within **24 hours** after the overdue balance, late fees and reconnection fees are paid in full. In addition to the past due amount, penalties, and fees, the current invoice, if applicable, shall also be paid in full, prior to re-connection.
- The disconnect fee is \$40
- The reconnect fee is \$40

5. Communication

- The utility will provide clear and accessible communication about billing, payment options, and disconnection policies.
- Customers may contact customer service by phone, email (service@springfieldwater.org), or in person during regular business hours for assistance.

6. Appeals Process

- Customers who believe a bill with a disconnection date was issued by mistake may file an appeal prior to the disconnection date.
- Appeals must be submitted in writing and will be reviewed within **5 business days**.
- Service will not be disconnected while an appeal is under review.

7. Compliance with Regulations

- This policy complies with local, state, and federal regulations governing utility services.

Effective Date

This policy is effective as of July 1, 2025, and will be reviewed annually or as required.