



### ***Shut Off Policy***

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*Bills are mailed ordinarily on the 1st day of each month and are due upon receipt. If Payment is not received at HSWD office by the close of business on the 25th day of the month, then on the 26th day of the month the account is delinquent a LATE PAYMENT FEE is assessed and a late notice is mailed. If payment is not received at HSWD office by the close of business on the 7th day of the following month, service will be discontinued on the 8th day without additional notice and a NON-PAYMENT FEE will be assessed. Thereafter, for restoration of service, Consumer must pay the delinquent water bill, the late fee and the non-payment fee. Each additional time a shut off for non-payment occurs in a 12 month period following the first shutoff, an additional deposit will be required. Deposits will be refunded after a 12 month period of no late charges. (SEE DEPOSIT POLICY). HSWD bills monthly and cannot be held responsible for bills lost in the mail. If Consumer has not received a bill by the 15th day of each month, consumer should call the HSWD office.*

### ***Deposit Refund Policy:***

*Each account having paid their bills in a timely manner so that they have not received any late charges in the past 12 months, shall have the water deposit refunded. An additional deposit will be required should the account be shut off for non-payment two (2) or more times in a 12 month period beginning with January 1<sup>st</sup> and ending with December 31<sup>st</sup> of each year. (SEE SHUT OFF POLICY)*

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