

Non-Payment Cutoff Procedure

The serviceman will have a lock box plus the following for every cutoff customer:

- 1) A work order to cut off service for non-payment
- 2) Pink door hanger with total amount due
- 3) A copy of the pink door hanger.

A receipt stamp will be on the back of the pink door hanger and on the copy of the door hanger.

Serviceman will turn water off at the meter and then knock on the customer's door. If the customer is home, the serviceman will advise the customer that their water has been disconnected for non-payment and the customer will be given the following choices of payment:

- **Cash Payment** The customer must pay serviceman full amount due to restore service. No change will be given. Any extra payment will be credited to their account. Serviceman will fill out receipt stamp on back of pink door hanger to serve as the customer's receipt. Serviceman will fill out receipt stamp on copy of door hanger; attach it to the payment and place it in the lock box to be returned to the District Office. Serviceman turns service back on.
- **Check Payment** The customer must pay serviceman full amount due to restore service. Out of town checks, money orders, or travelers checks will be accepted. Post-dated checks will not be accepted. Serviceman will fill out receipt stamp on back of pink door hanger to serve as the customer's receipt. Serviceman will fill out receipt stamp on copy of door hanger; attach it to the payment and place it in the lock box to be returned to the District Office. Serviceman turns service back on.
- **Credit Card Payment** The customer must pay serviceman full amount due to restore service. While serviceman is still with the customer, the customer will need to call the District Office with their credit card information. Once an approval is received, serviceman will be advised over the radio that the credit card has been approved. Serviceman will write "paid by credit card" on receipt stamp on back of pink door hanger to serve as the customer's receipt. Serviceman will fill out receipt stamp on copy of door hanger the same way and place it in the lock box to be returned to the District Office. Serviceman turns service back on.
- **Can't Pay** Leave water off. Give customer pink notice. Note on work order that customer chose not to pay at that time and return work order to the District Office.
- **No Answer** If customer is not home, leave service off and hang pink door hanger on the door.

Serviceman must collect no less than the full amount due shown on pink door hanger. Partial payments, questions, or discrepancies must be taken care of at the District Office.

After Hours Restoring service after hours is **not recommended** but should an emergency arise the full amount due on the pink door hanger must be collected plus an additional \$50.00 after hours fee before service is restored. If serviceman collects a payment after hours the same procedures for cash or check payment are followed and the payment is put into an envelope with the copy of the door hanger and dropped into the night drop slot at the front door of the District Office.

Richard Eason, General Manager
May 8, 2002