

Accounts that are in a "delinquent status" for ten (10) days or more are mailed a 'Disconnect Notice" (red bill). The Disconnect Notice provides customers an additional ten (10) days to make payment arrangements, or resolve disputed charges, before service is disconnected.



This is the <u>amount that needs to be paid</u> immediately to avoid disconnection. This amount may not reflect the account's total balance.



The *Due Date* is the date that the Account Due Now balance should be paid on or before to avoid disconnection of services.



The *Billing Date* is the date the account was reviewed and submitted for processing of a Disconnect Notice to customer.



The *Disconnect Date* is the date services will be terminated on. When services are disconnected, a service charge of \$75.00 is applied to the account.

Customers should not disregard Disconnection Notices. Unpaid and unaddressed delinquent accounts will be disconnected. The Utility Administration Office can be contacted at 361-358-4641.