

## **CHEROKEE METROPOLITAN DISTRICT DISCONNECTION OF SERVICES POLICY**

DISCONNECTION OF SERVICES WILL BE ENFORCED WHEN PAYMENT ON AN ACCOUNT HAS NOT BEEN RECEIVED IN TWO MONTHS. PARTIAL PAYMENTS NOT COVERING THE FULL AMOUNT OWED IN A BILLING PERIOD WOULD STILL JEOPARDIZE THE SERVICES BEING DISCONTINUED.

A YELLOW NOTICE OF DISCONNECT WILL BE MAILED TO THE CUSTOMER STATING THE AMOUNT OWING ON THE ACCOUNT AND THE DAY THE SERVICES WILL BE DISCONNECTED.

THE CUSTOMER AT THIS POINT HAS SEVERAL OPTIONS:

1. CUSTOMER CAN PAY THE FULL BALANCE BEFORE THE DISCONNECT DAY.
2. CUSTOMER CAN PAY THE FURTHEST PAST DUE BALANCE BEFORE THE DISCONNECT DAY, THEREBY PUTTING THEIR BILL IN A ONE MONTH PAST DUE STATUS AGAIN.
3. CUSTOMER CAN CALL THE OFFICE **BEFORE** THE CUT OFF DAY AND SPEAK WITH CUSTOMER SERVICE STAFF AND MAKE AN ARRANGEMENT TO PAY.

### **PAYMENT ARRANGEMENTS BEFORE DISCONNECT DAY**

CUSTOMER SERVICE STAFF WILL BE ABLE TO MAKE THE FOLLOWING ARRANGEMENTS AND **ONLY BEFORE DISCONNECT DAY**:

CUSTOMER CAN PAY THE FULL BALANCE WITH AN EXTENSION TO THE DAY **AFTER** DISCONNECT DAY BY **9 A.M.**

CUSTOMER CAN PAY THE FURTHEST PAST DUE BALANCE WITH AN EXTENSION TO THE DAY **AFTER** DISCONNECT DAY BY **9 A.M.**

### **DISCONNECT DAY**

IF PAYMENT FOR THE CUSTOMER ACCOUNT HAS NOT BEEN RECEIVED BY STAFF BEFORE THE DAY OF DISCONNECT, TECHNICIANS WILL BE DISPATCHED TO TERMINATE SERVICE BEGINNING AT 8:00 A.M. ON DISCONNECT DAY.

IF THE CUSTOMER WAITS TO PAY BEFORE THE TECHNICIAN ARRIVES TO DISCONTINUE THEIR SERVICE, **ONLY PAYMENT IN FULL** WILL BE ACCEPTED.

IF THE TECHNICIAN ARRIVES AT THE CUSTOMER'S HOUSE TO TERMINATE SERVICE AND THE CUSTOMER CALLS IN TO MAKE A PAYMENT WHILE THE TECHNICIAN IS THERE, PAYMENT CAN BE MADE BY PHONE, BUT A \$25.00 TRIP FEE WILL BE ADDED TO THE CUSTOMER'S ACCOUNT.

IF THE TECHNICIAN DISCONNECTS THE WATER, THE CUSTOMER WILL HAVE TO PAY THE FULL BALANCE, PLUS A \$25.00 RECONNECT FEE DURING OFFICE HOURS 8 A.M. TO 5 P.M. AFTER OFFICE HOURS IF THE TECHNICIAN IS CALLED TO RECONNECT THE SERVICE A \$65.00 RECONNECT FEE WILL BE IMPOSED.

### **REMINDER MESSAGE**

CUSTOMERS ARE ENCOURAGED TO SIGN UP FOR A TEXT MESSAGE OR EMAIL REMINDER SENT PRIOR TO DISCONNECT DAY. SPEAK TO OUR CUSTOMER SERVICE STAFF ABOUT SIGNING UP FOR THIS OPTION.