

ORANGE-ALAMANCE WATER SYSTEM, INC.
POLICY
ON PAYMENT AND DISCONNECTIONS
EFFECTIVE JANUARY 1, 2020

- All water bills are due on the 15th of each month.
- A 2% late fee will be added to customer's account on the 16th of the month if bill is not paid by the end of the business day on the 15th of each month.
- Water service will be disconnected on the 25th of each month for non-payment of past due bills. If the 25th is on a Friday, weekend or holiday, disconnections are scheduled for the next business day. A \$50.00 non-payment fee is posted to the customer's account on the 25th of each month when the customer's account is scheduled for disconnection, regardless of whether or not the service is actually disconnected. Payments must be received by 5 p.m. on the 24th of each month to avoid a \$50.00 non-payment fee. If the 24th is on a weekend, payments must be made by 5 p.m. the Friday before the 24th. If water service is disconnected, the entire balance in the account must be paid before service is restored.
- Maintenance personnel will disconnect all customers on the cut-off report. Upon completion of all disconnections, personnel will return to the office to obtain a list of customers to restore water service. Water service will be restored the same day as disconnection.