

By applying for service with **Public Water Supply District No. 1** you agree to abide by the laws of the State of Missouri, the By-Laws of the District, and the Ordinances and Policies of the District, as presently existing, and as may be amended from time to time.

### **Billing Procedures – Effective January 2024**

The District will read the meters and send out a bill on the first of the month. Bills are due by the 15<sup>th</sup> of each month and shall be subject to a late charge of 10% if not paid by the 15<sup>th</sup>. Billing dates when the 15<sup>th</sup> falls on a Saturday or Sunday does not extend the due date.

Failure to pay a bill by the last day of the month could result in discontinuance of the service and a reconnection charge will apply.

Failure to receive a bill does not exempt you from paying your bill each month. If you do not receive a bill, call the office before the 15<sup>th</sup> to find out your bill amount.

If you receive a bill with a previous month's balance, the previous balance is due **immediately** to avoid disconnection. Do not wait until the 15<sup>th</sup> of that month to pay a previous balance. You will be disconnected for previous balances before the new bill is due.

If a payment is not made by the last business day of the month, disconnection will occur without further notice.

If your water is disconnected for non-payment a \$50.00 reconnection/collection charge will be applied to your account. The account will have to be paid IN FULL including past due and current charges and any fees before service will be reconnected. As soon as our operators leave the office to disconnect your service you will be charged regardless of whether the meter is turned off or not. Our service men do not collect payments.

If you are unable to pay your bill, call the office to make arrangements to pay the bill, before disconnection. After the service has been disconnected a payment will have to be made for the service to be reconnected. Making arrangements for payment does not exempt you from late charges.

Call the office between 8:00 am and 4:00 pm Monday - Friday for questions concerning your bill.

All returned checks and returned ACH payments will be charged a \$25.00 collection charge.