

# Delinquent Utility Account Turn Off

News Release Date

07-17-2020

Accounts will be considered delinquent if any account balance is 60 days past due and will be subject to water turn off if an active payment plan is not authorized. If you had a payment plan but have not made a payment in accordance with the plan, your water will be disconnected. All other service charges will continue to be billed.

If your account is delinquent by more than \$200, staff is authorized to close the account and use the original deposit to pay down the account balance. In order to restore water service, an increased deposit of \$400 will be required. All past due balances, service fees, and the increased deposit will be required to reconnect the account.

Payments are due by the 20th of the month in order to avoid water service turn off and late fees. You may pay with a credit card by [clicking here](#) and then clicking the **Pay My Bill** button.