

# Magee's Creek Water Association

## Cut-off Policy

The failure of a customer to pay for water usage charges duly imposed shall result in automatic implementation of the following penalties:

1. Non-payment of charges due by the 20th day of the month will be subject to a penalty of 10% (ten percent) of customer's entire account balance.
2. Non-payment of account charges that are 60 days past due, will result in the customer's meter being locked.
3. Following the due date of each month (the 20<sup>th</sup>), a cut-off list will be printed and notices sent to members whose accounts are delinquent. All accounts receiving a green cut-off notice must be paid in full to avoid cut-off.
4. Once a customer's meter has been shut off from service, a reconnection fee of \$50 will be added, and the customer's past due balance shall be paid in full before service will be reinstated.
5. In order to get your water re-connected you will need to pay at our office before 3:00 p.m. Any payments received after 3:00 p.m. will be re-connected the following business day.