

ST. JOHN'S WATER COMPANY, INC.
"This institution is an equal opportunity employer and provider"
Post Office Box 629
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To: All St. John's Water Company Customers

**DISCONNECTION (CUT-OFF) OF WATER SERVICE DUE TO NON-PAYMENT
UPDATED POLICY**

Effective August 15, 2018 the St. John's Water Company disconnection (cut-off) policy is as follows:

- Customers are mailed a monthly bill, which is due on the 15th of each month.
- If payment is not received by the 25th of that month, a late penalty of 10% is added to the bill and a late notice is mailed to the customer.
 - The late notice states that if payment is not received by the close of business (4:30 pm) on the 15th of the following month, then water service will be disconnected without further notice.
- Customers that have balances that are more than \$25.00 and 45 days past due are subject to disconnection (cut-off) if payment has not been received in our office by close of business on the 15th of the month.
 - Any payments received in the drop box after the close of business are processed on the next business day.
 - If the 15th of the month is on a weekend or a holiday, we will process payment without penalty on the next business day.
- On the 16th of the month, a **\$35.00 non-payment penalty fee** is automatically added to those accounts that are more than \$25.00 and 45 days past due.
 - If the 16th is on a weekend or holiday, we will not add the non-payment penalty fee nor disconnect water service (cut-off) until the next business day.
- Once subject to disconnection (cut-off) then the past due balance, late fee, the \$35.00 non-payment penalty fee, and current charges must be paid in order for the water service to continue or be reconnected (turned back on).
- Once the account is paid in full, we will turn the water service back on as soon as possible, no later than the end of the next business day. We do not guarantee same day service.

Note: With this policy, the non-payment penalty fee has increased from \$25.00 to \$35.00. **The non-payment penalty fee must be paid even if the water service has not been disconnected (cut-off) yet.** We will no longer charge a \$25.00 reconnection fee.

If you have any questions, please feel free to call the office at 843-559-0186.