
Spalding Community Service District

POLICY HANDBOOK

POLICY TITLE: Late Customer Payments – Shut-offs

POLICY NUMBER: 3120

3120.1 District generated billings will be considered late on the 32nd day following the invoice generation. A late notice will be sent to customers following the 32nd day and additional fees will be assessed to the billing.

3120.2 When a customer is more than two billing cycles behind on their payment, a shut off notice will be sent giving the customer an additional 30 days to become current. If on the 31st day following the shut-off notice the bill has not been paid, the customer's service will be shut-off. A work order will be generated for the Wastewater System Operator and the service will be cut. In order for the service to be restarted, the customer must pay all back fees, plus a \$150 shut-off fee and a \$150 reconnection fee. :

3120.3 See Policy Number 3130.1.2 for the possibility of a short term payment schedule for shut-off.

3120.4 For those customers who have never hooked up to the Sewer System and are more than two payment cycles behind, in order for them to hook up, they must pay all back O & M fees, late penalties, connection fees, and a onetime \$150 administrative fee in order to connect. This administrative fee is to pay for the record keeping expense to update the account.