

Billing, Payment and Disconnection for Non-payment

The following schedule for the payment of bills for water and sewer services owing the Water and Wastewater Authority of Wilson County (Authority) is established:

- 1.) Management shall insure bills are mailed monthly to the last known address of the Consumer by the last day of the month.
- 2.) A late fee of 10% of the amount owing will be processed and charged after 4:30 p.m. on the 15th day of each month (excluding weekends and holidays of the Authority).
- 3.) If any amount over twenty dollars (\$20.00) remains owing after 4:30 p.m. on the 23rd day of the month, but not less than 8 days after the due date, the service will be terminated without further notice as soon as Authority employees or agents can schedule the cut-off. Agreements with other water service providers of sewer customers may require additional notice and Authority will comply with such additional requirements.
- 4.) A fifty dollar (\$50.00) water service fee shall be charged when a turn off and lock service order is generated. The fee and all amounts owing must be collected prior to reconnecting any service which has been terminated in accordance with this schedule. Reconnection by Authority personnel shall be during normal business hours.
- 5.) In the event the dates established above cannot be met during any one month, management shall extend the schedule accordingly to assure that Consumers have the same amount of time to respond.
- 6.) Management is authorized but not required to institute other collections aids that may result in amounts owing the Authority being timely received.
- 7.) Management is authorized but not required to delay the termination of service in the event a Consumer properly and timely files a grievance.

Effective Date: Bills due on or after July 15, 2021