

ORANGEFIELD WATER SUPPLY CORPORATION INFORMATION AND POLICIES

1. Meters are read during the middle to last part of each month, and our bills go out by the last business day of each month. Orangefield Water Supply Corporation is not responsible for the failure of the US Post Office to deliver your bill.

2. **Bills must be paid on time.** Payment must be in Our office no later than 7:00 AM on the 16th of each month. The deadline is called the “Monthly Due Date.” (If you pay by mail, and mail your payment near the due date, it may not reach our office before the late fee is applied. You may want to contact our office before the due date to see if your payment has been received. We understand the frustration when a bill is mailed early, but arrives late. However, if a payment is not in our office we cannot give credit.) If the due date falls on a weekend or legal holiday, the due date for payment purposes shall be the business day following the holiday.

THE LATE FEE IS \$25.00

EXAMPLE: If the 15th falls on a Sunday, the Late Fee will be applied Tuesday morning.

3. Delinquent accounts are subject to the disconnection process. On the next business day after the “Monthly Due Date”, we will send out late notices. This late notice will contain the required information and specify a payment deadline, (the regular cut-off date is the 26th of each month, unless this day falls on a weekend or legal holiday, in which the cut-off date for delinquent accounts will be the next business day.)

EXAMPLE: If the cut-off day (the 26th) falls on a Sunday, the payment must be received before Tuesday morning.

4. On cut-off day, a delinquent list will be prepared. At this time all accounts that are not paid will be cut-off, resulting in a Trip Fee of \$40.00.

If the water meter is locked out due to non-payment, a Reconnect Fee of \$40.00 will also be charged.

As you can see, it is very important to take care of your water bill before the 26th of each month, to avoid extra fees.

Recap:

Monthly Due Date: 15th of each month

Late Fee: \$25.00

Trip Fee: \$40.00

Reconnect Fee: \$40.00

NSF Charge: \$40.00

Cut Lock Fee/Tampering: \$100.00

Meter Test (If read/working correctly): \$20.00