



## **COLLECTION POLICY**

The Water Works and Sewer Board of the City of Prichard adopted the following policy regarding the disconnection of water services due to the non-payment on delinquent bill accounts.

The Water Works and Sewer Board of the City of Prichard sends out a monthly billing statement for each current service location. The bill amount is due on or before the 20<sup>th</sup> day after the billing date (Example: bill date is January 1<sup>st</sup>; due date is January 21<sup>st</sup>). If the bill amount is not paid by the due date, a late charge is assessed to the account in the amount of \$5.25 or 10% whichever is greater. The account is subject for disconnection if the bill amount is not paid in full once the next month's billing statement is processed. The disconnection notice is placed on the billing statement to inform the customer of the delinquent status on the account. On the 40<sup>th</sup> day after the delinquent bill was processed the account is placed in collections for the utility services to be disconnected (Example: bill date January 1<sup>st</sup>; 40<sup>th</sup> day after bill was processed February 10<sup>th</sup>).

A technician will come out to the service location and disconnect the services. The services will be restored once the customer pays the total bill amount and reconnection fees. Reconnection of services for bills paid after 5 p.m. (this includes weekends and holidays) will incur an additional after-hours/emergency service fee that must be paid before a technician will come out.