**EFFECTIVE JANUARY 1, 2022**

**New policy for Late notices and service termination**

**Notice of Delinquent Bill**- Will be sent to you **(and landlord, if applicable)** once you become 15 days overdue.

**Final Notice of Delinquency and 30-day shutoff warning**-Will be sent to you **(and landlord, if applicable)** once you become 45 days late

**Posting of property**-Will be posted once you **(and landlord, if applicable will be sent a copy of posting**) become 60 days late. There will be a $30 posting fee added to your account when property is posted.

**Service Termination**-Your service will be terminated once you become 75 days late. There will be an additional $30 charge added to your account once service is terminated, to reconnect service your balance **MUST** be paid in full and a $30 reconnect charge will also be added.