

## Limestone County Water & Sewer Authority

### Disconnect Policy

If a customer's bill is past due and above \$36, that customer is **subject to disconnection of service** according to a predetermined monthly schedule generated annually by the Customer Service Manager.

Once the collection list leaves the LCWSA office, customers whose names are on the list will be charged a **\$30 service charge**, which will **not be waived even if payment is made before the technician arrives to the property.**

To have service restored, the customer must pay their bill in **total** (this includes the **past due balance, service charge, and current bill**).

Bills paid on the same day of disconnection, during regular business hours, will be reconnected the same day. If bills are paid after 4:30 PM on the same disconnection date, and the customer wants the water turned back on the same day, a **\$75 after-hours fee** will be added to the balance.

There will be **NO reconnections after 6:00 PM** on any date due to non-payment.

Bills paid after the disconnection date must be paid by **2:30 PM** to be reconnected on that date. No after-hours reconnections will be available. Once the bill is paid in full, a service order will be generated to restore the service.