MANAGING YOUR PERSONAL WATER BILL

The following information is provided as a guideline for managing your personal water bill. Every resident is responsible for paying their water bill in a timely manner. Delaying your payments will result in a larger bill than you may be able to handle in a single month and could result in accrued interest and late fees.

1. If you dispute your bill you still are required to pay the monthly minimum water/sewer fee each month. Failure to pay the minimum will put you in delinquency and could result in late fees, accrued interest and potential loss of access to municipal water. **PAY THE MINIMUM FEE EACH MONTH OR FACE THE CONSEQUENCES. IF YOU DISPUTE THE BILL, FILE A REQUEST TO APPEAR BEFORE THE TOWN COUNCIL ACTING AS THE UTILITY SERVICE BOARD (complete form to request a review).**

2. You wish to dispute your water bill but don't want to be placed in delinquency. To prevent being placed in delinquency status, you must pay your bill and file a Utility billing review form requesting a formal hearing with the Utility Service Board (Town Council). If you do not pay your bill, then after twenty-one days your account will be declared delinquent subject to water shut-off, late fees, interest charges and potentially the loss of municipal water service. If you pay your bill and it is determined that you overpaid your bill, the balance paid in excess of the amount due will be credited to your account and applied to future balances.

3. The only entity that can adjudicate your bill is the Town Council acting as the Utility Service Board. People who have simply refused to pay their bill will not be eligible for reductions in the amount of debt incurred unless there are circumstances that mitigate the obligation of the resident to pay the full bill. **ALL RESIDENTS ARE REQUIRED TO PAY THEIR BILLS MONTHLY NO EXCEPTIONS WILL BE ALLOWED EXCEPT WITH THE APPROVAL OF THE UTILITY SERVICE BOARD. FAILURE TO PAY YOUR BILL AS DUE WILL RESULT IN A LOSS OF WATER/SEWER SERVICES.**

NOTICE PROVIDED BY
TOWN MANAGER