



Eatonton Putnam Water and Sewer Authority

Customer Account Policy

All bills are due by the 15th of each month unless otherwise noted on your bill. A late fee of 15% of the balance will be added to your account on the business day following the 15th if the account is not paid in full by the 15th.

If you have a concern about your bill you must contact the EPWSA office immediately. High readings will be verified by the meter reader and any requests for rereads that have been verified will be charged a \$50 service call. Any requests for services that the problems are found to be on the customer's side will be charged a \$50 service call.

If you do not receive your bill the first week of each month, please contact the EPWSA office immediately. Failure to receive your bill does not relieve obligation to pay or avoid penalties and/or disconnection charges. **Second notices will not be mailed out.**

The cut-off date for non-payment is the 25th of each month or the next business day. Payment must be received before 8:00 a.m. A secure drop box is provided by EPWSA for payments after hours. Payments will be removed from the drop box at 8:00 a.m. on cut-off day. Effective January 1, 2018, any payments received after 8:00 a.m. will have a \$100 disconnect fee added to the account & water service will not be turned back on until the FOLLOWING BUSINESS DAY after payment is received. All meters will be locked and if lock is tampered with, a \$250 meter tampering fee will be charged to the account and must be paid before service is restored.

Accounts with a returned check will be charged a \$35 returned check fee. A letter will be mailed to the customer and the customer will have 10 days from the date of the letter to pay the returned check amount and the returned check charge. In the event payment is not received in the time given, service will be disconnected. If any check written for deposit on a new account is returned, the service will be disconnected immediately. If a customer writes a check on cut-off day or the day before cut-off day that is returned by the bank for insufficient funds or other reasons, the customer's meter will be locked immediately and the account will be charged the \$100 disconnect fee plus the returned check charge of \$35. If any customer has 3 returned checks, only cash or money orders will be accepted on that account.

A \$25 transfer fee must be paid if you are transferring service to a new address. Any amount currently owed on your old account must be paid in full at the time of transfer. The deposit on file will be transferred to your new account. Any amount owed after the final meter reading on your old account will be transferred to your new account if not paid within 30 days.