**Town of Pink Hill**

**Late / Penalty Fees & Service Disconnection / Reconnection Policy**

1. **Late Fees**
   1. Bills are mailed on the last day of each month. If the last day of the month falls during the weekend the bills will be mailed the last Friday of the month.
   2. Water bills are due on the 15th of the following month.
   3. A late fee of $15.00 will be automatically added at 8:00 a.m. on the 16th of the month.
   4. If the 15th falls during the weekend, the late fee will be applied the following Monday morning at 8:00 a.m.
2. **Penalty Fees**
   1. If the bill is not paid on the 25th of the month by 8:00 a.m. a $50.00 penalty fee will be applied to the bill and the customer will be put on the cut-off list.
   2. If the 25th falls on a Friday or the weekend the penalty fee will be applied at 8:00 a.m. on the following Monday.
3. **Disconnection / Reconnection**
   1. The cut-off list will be given to the Public Works Department on the morning of the 25th.
   2. Once the Public Works Department leaves Town Hall with the cut-off list you will be required to pay the $50.00 penalty fee.
   3. Water service will be disconnected between 10:00 a.m. and 10:30 a.m. on the 25th.
   4. If the twenty-fifth falls on a Friday or the weekend, water service will be disconnected the following Monday.
   5. When the bill is paid in full the Public Works Department will turn the water back on by 4:00 p.m. that day.