

# NORTHERN CAMBRIA MUNICIPAL AUTHORITY

## NEW SHUT OFF POLICY EFFECTIVE 3/7/13

A shut off notice is sent by regular mail to all delinquent accounts that are 90+ days delinquent. This is usually sent after the 15<sup>th</sup> of each month.

Payment in full is due within 20 days of receiving notice. If a customer contacts the water department and is unable to pay the full arrearage amount before the shut off date, a payment plan may be granted. Customers must call the office to request a payment plan.

**No partial payments will be accepted once a customer receives a shut off notice.**  
**No Exceptions!!**

The Authority will not accept post dated checks at any time.

Customers have the option to pay online at [www.northerncambriawater.com](http://www.northerncambriawater.com) to pay delinquent accounts with a credit card. If you received a shut off notice and pay online, you must contact the office with your confirmation number.

If a customer has breached a prior water payment agreement, no payment plan will be given and payment in full will be due.

**How Payment plan works:** Customer must pay at least one-half (1/2) of the arrearage balance **before** the shut off date. The remaining balance will then be put on a payment plan and will be paid by the last day of each month for the next 3 consecutive months. The payment plan consists of the customer's current bill plus 1/3 of the arrearages. If a customer is unable to pay the payment plan amount by the last day of the month, customer must make arrangements with the office. If no contact is made, water can be shut off immediately.

Any payment agreement that is not honored as written will subject the account to immediate shut off of water. No partial payments will be allowed on payment plans.

Water will be terminated immediately if we receive a returned check (NSF) from the bank for any reason while on a payment plan

One business day before a shut off is scheduled, the home will be tagged with a notice on the door and your curb box will be marked for shut off.

Once service men are given work orders and the shut offs have begun, the entire balance must be paid in full with Cash or certified check prior to re-instatement of service. **Checks will not be accepted at the customer's door. Payment plans or partial payments will not be accepted. Water will be shut off without exception.**

Payments made to restore water service must be made by 3pm to request service be restored the same day. All requests after 3pm will not be restored until the next day.

Upon payment in full of delinquent service and a \$25.00 turn off fee and a \$25.00 turn on fee, a field utility personnel shall reconnect service during normal business hours of Monday – Friday from 7am – 3pm. Except Holidays.

Should a location turn their water service back on without Authority approval, they shall be subject to legal prosecution. The said service shall be immediately re-terminated (shut off) and charged an additional turn off/turn on fee of \$50.00.