**Disconnect Procedure**

*effective December 1, 2018*

1. If your account is not paid in full to a zero balance as of the 15th of the month then your account will be charged a 10 % late charge.
2. If you have a past due balance *(BalFwd)* on your account/ bill as of the 1st of the month then your services will be subject to disconnection.
3. East Feliciana Rural Water System will NO LONGER MAIL OUT DISCONNECT NOTICES. If you would like to be notified of a pending disconnect, you should maintain up to date contact information with our office, so that you may receive a phone call, text message, and / or an email. THIS WILL BE YOUR ONLY MEANS OF NOTIFICATION.
4. Accounts with past due balances from the prior month will incur a $50 Delinquent fee on the 20th of the month if the account has not been paid to a zero balance. This $50 Delinquent fee will be automatically added to your account on the 20th of the month. In addition, if you do not have a deposit on file with East Feliciana Rural Water System, then a $75 deposit will be charged to your account on the 20th of the month.
5. Your services will then be disconnected without further notice. Your account including all assessed charges must be paid to a zero balance before 9 a.m. on "cut-off day" in order to avoid disconnection. If your services are disconnected, your account must be paid to a zero balance in order to reinstate services.
6. East Feliciana Rural Water will provide same day service for all reconnects within the 1st 48 business hours of disconnection provided that the balance has been paid in full before 2 p.m. of the same day. Customers paying to reinstate on Thursday, after 2 p.m. will be reinstated on the next business day, Monday. Crews do not work on Fridays.