

Urbandale Water Utility  
Late Notice/Disconnect Policy  
Updated April 2013

Bills are due when issued and are considered late after 20 days.

Reminder Notice issued 21<sup>st</sup> day or first working day after the due date. A late fee of \$1.50 will be applied to the customer's account when the notice is generated. If account balance is less than \$5.00 the late fee will not be applied and notice will not be sent.

Final Notice issued 32<sup>nd</sup> Day or first working day after the due date.

Hand Delivered Shut Off Notice delivered 42<sup>nd</sup> day\* If the past due balance is less than \$18.00 disconnection will not be pursued.

Water Disconnected 44<sup>th</sup> day\*

\*Hand delivered notices and the actual disconnect date will be coordinated so that water is not disconnected on a Friday or the day prior to an observed holiday by the Utility. The Hand Delivered Shut Off Notice will not be delivered prior to the 42<sup>nd</sup> day and water will not be disconnected prior to the 44<sup>th</sup> day.

Customers who contact the Utility to make a payment arrangement prior to the Hand Delivered Shut Off Notice may be given an extension. If payment is not received by the date of the arrangement, a Hand Delivered Shut Off Notice will be delivered the following work day.

Customers who contact the Utility to make a payment arrangement prior to Water Disconnect may be given an extension. If the payment is not received by the date of the arrangement, water will be disconnected the following work day.

There will be a \$5.00 delivery fee applied to the customer's account with delivery of the Hand Delivered Shut Off Notice.

When water has been disconnected for non-payment the following schedule will be used to determine the turn on fee to reinstate service.

Water Turn on during business hours (Monday thru Friday 8:00 a.m. – 4:30 p.m.)	\$25.00
Water Turn on after business hours (Monday thru Friday after 4:30, on weekends and holidays)	\$75.00

Payment of the turn on fee may be required at the time of turn on or applied to the customer's account. A customer may be given an allowance on the late fee, tag fee and turn on fee one time during a twelve month period.