

## Water Service Termination Procedure

**Reminder letters** are sent no later than the 22<sup>nd</sup> of the month to customers who are over 30 days past due. The reminder letter includes the current month's charges in addition to the past due charges. Nemaquin Inc. provides all delinquent customers a reminder letter at no charge.

**Certified letters** are mailed on the 6<sup>th</sup> of the month (or next business day when it falls on a weekend) to all customers who are 60 days delinquent. Customer incurs an additional charge for the certification letter. Charges are scaled based on the number of infractions. Customer remains at the level of infraction until payments are made on time for one year. Customer has 10 calendar days from date of letter to make payment without occurring any additional charges than those listed on the certified letter.

- a. First Offense - \$20.00 fee
- b. Second Offense - \$30.00 fee
- c. Third Offense - \$40.00 fee

**House Postings** occur 11 calendar days after the mailing of certification letters (or next business day when it falls on the weekend). Customer incurs an additional charge for the house posting. Charges are scaled based on the number of infractions. Customer remains at the level of infraction until payments are made on time for one year. Customer has 10 calendar days from date of house posting to make payment without occurring any additional charges than those listed on the posting document.

- a. First Offense - \$25.00 fee
- b. Second Offense - \$40.00 fee
- c. Third Offense - \$75.00 fee

**Water Service Termination** occurs 11 calendar days after the house postings (or next business day when it falls on the weekend). Customer incurs an additional charge (off/on fee) for the water shutoff. Charges are scaled based on the number of infractions. Customer remains at the level of infraction until payments are made on time for one year. Once water service is terminated, the customer must pay charges in full to have service resumed. Payment must be made in cash or money order, and a receipt is issued.

- a. First Offense - \$90.00 off fee / \$90.00 on fee
- b. Second Offense - \$120.00 off fee / \$90.00 on fee
- c. Third Offense - \$150.00 off fee / \$90.00 on fee

**Magisterial Papers** will be filed after 60 days of continued water service termination. Nemaquin Inc. will include all charges owed up to the date filed. A filing fee of \$125.00 will be incurred in addition to the delinquent amount, certified letter charge, posting charge, and off/on fee. Water service will not be restored until payment is received in full.