



Disconnect Policy

1. Statements are mailed on the 1st of each month. (If the 1st is on a Sunday, they will be mailed on Saturday.) If you are signed up for paperless billing, you will receive an email with your bill as soon as billing is processed.
2. Amount due is due by the 20th of the same month. (If the 20th is a Saturday or Sunday then the amount due will bill be due on the following Monday.)
3. Customers who have not paid the amount due by the 22nd of the same month will receive a disconnect notice on their bill. **There will no longer be a separate letter sent out.** This disconnect notice will state that you have a 7-calendar day window to make your payment or call our office to make arrangements to pay your balance in order to prevent disconnection.
4. After you have received the disconnect notice on your billing statement, if you have not called our office to make arrangements or paid your amount due, your service will be disconnected on the 8th of the month.
5. While we will try our hardest to accommodate the needs of our customers, customers will not be allowed to carry a balance past 30 days past due. When making payment arrangements please remember this policy.
6. If service is disconnected, payment of the total amount due will be required before service is reconnected. There is a \$25 reconnect fee that will be added to your next bill.

Please remember that we do offer the option for ACH bank deduct. Contact our office for the appropriate form if interested in signing up for this convenient option to pay your bill or you can sign up for autopay through our payment portal, SmartHub.

Thank you in advance for your timely payments and your cooperation with this policy.