

REDWATER WATER & SEWER SYSTEM

Payment & Shut-off Policies

Monthly Payment Policies:

1. Monthly bills are due on the due date listed on the bill.
2. A 10% late charge will be assessed if full payment is not received by 5:00 pm this due date.
3. Payments may be made at Redwater City Hall, City Hall drop box, or by mailing to P. O. Box 209, Redwater, TX 75573. Credit card payments are accepted at City Hall, by phone, or online at www.redwatertexas.com (convenience fee applies), and automatic draft is also available.

Returned Check/ACH Policies:

1. Any returned check or auto draft will be charged a \$45.00 return fee.
2. Returned item must be rectified within seven (7) days of date of notification from City of Redwater.
3. Only CASH or MONEY ORDER will be accepted for the amount of bill and \$45.00 return fee.
4. Any delinquency beyond seven (7) days constitutes disconnection of water service. Customer will then be subject to reconnection fee of \$25.00 in addition to return fee.
5. Three return check occurrences in a twelve (12) month period will result in bill payment in CASH or MONEY ORDER only.

Shut-off Policies

1. "Shut-off Day" will be the 21st of each month, or next business day if the 21st falls on a weekend. Shut-off Lists (disconnect lists) are prepared after close of business of Shut-off Day, usually the next morning. All accounts not paid by close of business on Shut-off Day will be on the disconnect list.
2. To avoid a \$40.00 Service Charge, payments must be received by close of business on Shut-off Day.
3. By City Ordinance, all accounts placed on the Shut-off List will be charged a \$40.00 service fee. This charge will be assessed whether or not service is actually, physically turned off before payment is received.
4. Service to customers on the Shut-off List will be disconnected as soon as possible after the 21st (Shut-off Day) without further notice.
5. Since Shut-off dates are past the due date, the 10% late charge is also due at this time.
6. Customers on the Shut-off List must pay the entire account balance – past due balance AND current balance, plus Service Charge and Late Charge – in order to retain or resume water service.
7. For customers on the Shut-off List, payments in the form of cash, money order, or credit card (no personal checks) will be accepted at City Hall during regular business hours.
8. Water will only be turned back on between the hours of 3:00 pm and 5:00 pm each day. If payment is received after 2:00 pm, the water will be turned on the next day between 3:00 pm and 5:00 pm.
9. If payment is not received within thirty (30) days after service is disconnected, the account will be considered inactive and closed. The customer deposit will be forfeited and applied to the balance owed on the account. Re-connecting to the City water system will require payment of any balance owed on the inactive account plus a new deposit to re-open the account.

I acknowledge that I have read the above policies. I understand that if I default in my payments I am subject to the terms stated above.

Customer Signature

Date