

TOWN OF CHARLOTTE COURT HOUSE
WATER BILLING & PAYMENT COLLECTION POLICY

METER READINGS:

Water meter readings are typically taken over the last two days of each month. These dates may be adjusted in the case of inclement weather or if the last days of the month fall on a day the Town Office is closed (non-business day).

WATER BILLING:

Water bills are prepared and mailed by the 10th of each month. If the 10th of the month falls on a non-business day or a Friday, state holiday, or if severe weather causes the Town office to be closed, water bills will be processed and mailed as soon as possible.

WATER BILL DUE DATE:

Water bills are due at the Town office on the 5th of the month following the month the bill was prepared. If the 5th of the month falls on a non-business day or a Friday, state holiday, or if severe weather causes the Town office to be closed, water bill will be due the next business day.

(Example: Bills prepared and mailed in January are due February 5th.)

LATE PENALTY:

A late penalty of 10% will be added to any unpaid balance on the 6th of the month. Failure to receive a water bill does not relieve the water customer's responsibility to make payments by the due date and is no basis for excuse of penalties. All payments will be applied to the oldest bill first.

WATER SERVICE CUT-OFF FOR NON-PAYMENT:

A cut-off notice will be mailed to customers with 45 days past due balance. If the past due balance is not paid within 10 business days of the notice being mailed, the water service will be disconnected, and a reconnection fee will be assessed. A notice will be put on the front door of the service location advising that water service was discontinued and the total amount to be paid at the Town office in order to restore service. If the front door of the service location is not accessible the notice will be left in a visible place.

Water will not be disconnected when forecasted temperature is at or above 92 degrees Fahrenheit within 24 hours following the scheduled disconnection.

Water will not be disconnected on Fridays, weekends, state holidays, or the day immediately preceding a state holiday.

RECONNECTION FEE:

If water service was discontinued due to non-payment, a reconnection fee of \$75.00 will be added to the balance due. Once the water operator has been dispatched and is in route to disconnect the water service, the reconnection fee is required, whether or not the meter has actually been cut-off.

WATER SERVICE RESTORATION:

When the past due balance and reconnection fee are paid in full, water service will be restored as soon as possible during regular office hours. To avoid a delay in the water service restoration, payment must be made at the Town office during regular office hours: 9:00 a.m. – 1:00 p.m., Monday through Thursday.

PAYMENT ARRANGEMENTS:

The Treasurer/Town Manager is authorized to enter into a payment plan if a customer cannot pay a balance due in full. Each customer is only allowed one (1) payment plan per calendar year. Customers are encouraged to contact the Town Office prior to the payment due date if payment arrangements are needed.

ADDITIONAL INFORMATION:

The Town only accepts payments by cash, check or money order, and debit/credit cards at www.towncch.com.

Payments may be left in the drop box at the Town Municipal building.

Payments may be made at the Bank of Charlotte County. (Payment receipts are generally collected once per week from the bank.)

To avoid cut-off, any payments made after the cut-off notice is sent must be made in the Town Office.

Adopted August 19,2024