

IMPORTANT INFORMATION

Enforcement of due dates:

Up to this point, we have been allowing an extra month beyond the Tariff guidelines for customers to pay their bill before disconnecting for non-payment. Due to recent events and many of our customers not paying for months at a time, we will be enforcing our Tariff guidelines as set by the TCEQ regarding due dates, fees and disconnects beginning **August 1, 2015**. For the purpose of this statement, an unpaid account is any account that has not paid the most current bill. Those guidelines are as follows:

- All bills are due in full by the 15th of the month.
- A late fee of \$5.00 will be charged to all unpaid accounts on the 16th.
- A collection fee of \$12.50 will be added to all unpaid accounts on the 21st with a disconnect letter sent by mail.
- Any account not paid at the end of the month, when meters are read, will be locked for non-payment and charged a \$25.00 unlock fee.
- **Partial payments on a disconnect notice will no longer be accepted.**
- If your meter is locked for non-payment, the full account balance, including any new charges, must be paid before service will be restored.
- Payment extensions may be granted on a case-by-case basis, depending on your credit/payment history with Sand Flat WSC.