



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. Should the 20th occur on a Saturday or Sunday, payment will be due the next business day (Monday).
3. If your payment hasn't been received by the 20th of the month, you'll see a payment reminder notice printed with your bill. To simplify things, we will no longer be sending a separate letter. If you receive a payment reminder, please know you have **7 calendar days** to pay your balance, or give us a call to set up payment arrangements.
4. Payments received after the 20th will incur a late fee, which will be applied to your next bill. The fee will be the greater of \$1.00 or 1.5% of the outstanding balance.
5. After you have received the disconnect notice on your billing statement, if you have not called our office to make a payment arrangement or paid your amount due, your service will be disconnected on the 8th of the month.
6. While we will try our hardest to accommodate the needs of our customers, customers will not be allowed to carry a balance more than 30 days past due. When making payment arrangements please remember this policy.
7. 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.

We also offer the option of ACH bank deduction. If you're interested in signing up for this convenient way to pay your bill, please contact our office and we'll provide the appropriate form. You may also choose to enroll in autopay through our online payment portal, [SmartHub](#).

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