

City of Lovington
Water Turn-Off Policy

1. Water bills are mailed the third week of each month and are due by the 10th of the following month. The bill shows the customer name, the amount, and date the bill is due. There is also a reminder that the customer will incur a 5% late penalty if payment is received after the 10th, and will be disconnected if the balance is not paid, or an extension request is not granted, by the 26th.
2. If the balance is not paid by the 10th of the following month, a 5% late penalty is applied to the bill. An additional bill with the late penalty is mailed to the customer with a reminder that utility service will be disconnected if payment, or an extension request, is not made by the 26th.
3. Payment must be received, or an extension request granted, by the 26th to avoid being disconnected. Service will be disconnected after the 26th and a \$50 reinstatement fee will be added to the bill. This fee applies regardless of whether the service has been disconnected; the process of compiling the turn-off list requires extensive staff time and it would be unfair to shift this cost off to other customers.
4. Payment extensions will only be allowed twice per calendar year. Customers who request an extension will be given an additional 30 days to pay their balance in full, but will still incur the 5% late penalty. If the balance remains unpaid after the extension, service will be disconnected and will not be reinstated until the balance is paid in full, along with the \$50 reinstatement fee.
5. All extensions will require the customer to complete a Payment Extension Request Form. These forms will be kept on file until January 1st of the following year.
6. This policy shall take effect on September 1, 2013. Customers with an existing balance in excess of \$250 will be given the option to sign up for a payment plan, whereby the customer will be required to place a 20% down payment and pay the remaining balance off in equal monthly installments over a period of six months. Failure to make timely payments, or to keep current on new bills, will result in the disconnection of water service. To reinstate service the customer will be required to pay the remaining balance on their account and a \$50 reinstatement fee.