

Water Office  
1100 Walnut Street  
Coshocton, OH 43812

740-622-2626  
740-623-5927-Fax



*Mark Mills*  
*Mayor*

*David A Kadri*  
*Utilities Director*

## **NON-PAYMENT SHUT-OFF PROCEDURE**

1. All utility bills shall be issued around the 15<sup>th</sup> of every month. Payment in full is due in the Billing Office by 4:00 PM on the 5<sup>th</sup> of the following month. If the 5<sup>th</sup> falls on a Saturday, Sunday, or holiday the due date will be extended. The due date shall be printed on the monthly bill.
2. If payment in full is not received by 4:00 PM on the due date, a 10% late fee will be added to the total outstanding balance and the account shall be considered Delinquent. Using a third-party billing agent does not relieve the account owner from ensuring the payment in full is received at the Billing Office by 4:00 PM on the due date.
3. During the next monthly billing cycle, all Delinquent Accounts will receive Delinquent Bill. If the delinquent payment in full is not received by 4:00 PM on the due date the account will revert to shut-off status. This Delinquent Bill will contain at least the following information:
  - a. Previous Balance Due.
  - b. Due Date
  - c. THIS IS YOUR FINAL NOTICE
  - d. To avoid the SHUT OFF PROCESS and the \$50.00 Service Fee, the Previous Balance must be paid IN FULL in the Water Office NO Later than 4:00 PM on the due date printed on the bill.
  - e. FINAL NOTICE PAYMENTS received after 4:00 PM on the due date must include the Previous Balance, Current Month Charges, and a \$50.00 Service Fee to avoid your Water Service from being SHUT OFF or for it to be TURNED BACK ON.
  - f. THIS IS YOUR FINAL NOTICE. NO RED TAGS WILL BE HUNG ON YOUR PROPERTY.
4. If no response to the DELINQUENT BILL by the due date, the water service will be SHUT OFF. A RED TAG shall be hung stating the service was shut-off for non-payment.
  - a. If the water service being shut-off provides service to a rental unit, a "Yellow Tag" will be hung on the door of the premises and landlords will receive a copy of the final notice in the mail for their rental properties. This "Yellow Tag" will give the tenants, if they desire utility services, 7 days to make arrangements to establish utility service with the City per Ordinance 933-05(h).
5. The customer may come into the Utility Office and request a Payment Plan Agreement for their utility account.

- (a) The Director has the final authority to approve or reject any Payment Plan Application.
- (b) Accounts that are shut-off do not qualify.
- (c) A Payment Plan Agreement will include name, amount owed, account number, address, and what the customer agrees to pay and how often.
- (d) While making payments the customer must keep their present bill current.
- (f) If they fail to honor their payment plan water service will be shut-off without any additional notice. It will not be turned back on until payment in full is received by the Utility Office.