

## City of Hooks Water and Sewer Services

### Payment and Shut off Policies

#### **Monthly Payment Policies:**

1. Monthly bills are due on the 5<sup>th</sup> of every month.
2. If not paid by the 5<sup>th</sup>, the next business day at 10AM, a penalty will be applied to the balance.
3. Payments may be paid in person at Hooks City Hall, drop box at City Hall (West side of building), by draft, by phone, or online at [cityofhookspayments.com](http://cityofhookspayments.com) (Please allow 3-5 business days to allow processing. Convenience fees apply unless using bank information).

#### **Returned Check/ACH Policies:**

4. Any returned check or auto draft (ACH) will be charged a \$30.00 return fee.
5. The returned item must be rectified within ten (10) days of the date of notification from the City of Hooks.
6. Only cash, money order, or card will be accepted for the returned item and \$30.00 return fee. If using a card to rectify the returned item a convenience fee of \$2.00 will be applied.
7. Any delinquency beyond the ten (10) days constitutes disconnection of water service. Customer will then be subject to a reconnection fee of \$40.00 in addition to the return fee.
8. Three return auto drafts (ACH) occurrences will result in the draft being discontinued. When this happens, payment will only be received by cash, check, money order or card.

#### **Shut off Policies**

9. "Shut off Day" is the next business day after the 15<sup>th</sup> by 10AM of each month.
10. The Shut off List is prepared at 10AM.
11. Once the maintenance department walks out of City Hall with their lists, a \$40.00 reconnection fee will be charged to the account.
12. In order to reconnect services, the bill and the reconnection fee must be paid in full.
13. If payment is not received by the following month's disconnection day, the account will be considered inactive and closed. The Customer deposit will be applied to the balance owed on the account. Reconnecting to the water system will require payment of any balances owed on an inactive account plus a new deposit.

I acknowledge that I have read the above policies. I understand, if I default in payments, I am subject to the terms stated above.

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Customer Signature

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Date