

RULES & REGULATIONS

THE FOLLOWING ARE THE RULES AND REGULATIONS THAT GOVERN AND REGULATE THE VIRDEN WATER DEPARTMENT'S OPERATIONS AND SERVICES.

PLEASE CAREFULLY READ OVER THE RULES AND REGULATIONS BEFORE SIGNING BELOW.

THE WATER DEPARTMENT'S HOURS OF OPERATION ARE:

- **MONDAY THROUGH FRIDAY, 8:00 AM TO 5:00 PM, EXCEPT FOR CITY HOLIDAYS.**
- **BILLING FOR THE VIRDEN WATER DEPARTMENT IS FOR THE PREVIOUS MONTH.**
- **WATER BILLS ARE MAILED THE FIRST OF EACH MONTH.**
- **PAYMENTS ARE DUE ON OR BEFORE THE 16TH OF THE MONTH.**
- **IF PAYMENT IS NOT RECEIVED BEFORE 8:00 AM ON THE BUSINESS DAY FOLLOWING THE 16TH, A TEN PERCENT (10%) PENALTY WILL BE APPLIED TO THE BILL.
(SHOULD THE 16TH FALL ON A WEEKEND OR HOLIDAY, PAYMENT MUST BE MADE BEFORE 8:00 AM ON THE BUSINESS DAY FOLLOWING SAID WEEKEND OR HOLIDAY).**
- **THE WATER DEPARTMENT CONDUCTS SHUT OFFS ON THE 27TH OF EACH MONTH.**
- **TO AVOID BEING SHUT OFF, YOUR ACCOUNT MUST BE PAID IN FULL INCLUDING THE LATE FEE BY THE END OF THE BUSINESS DAY ON THE 26TH OF EACH MONTH. THERE WILL BE ABSOLUTELY NO EXTENSIONS ALLOWED.
THERE WILL BE A TWENTY-FIVE DOLLAR (\$25.00) SHUT OFF FEE. THE SHUT OFF FEE BECOMES IMMEDIATELY DUE AND PAYABLE UPON THE ARRIVAL OF WATER DEPARTMENT PERSONNEL AT A CUSTOMER'S PREMISES TO PERFORM A SHUTOFF.
NO WATER SERVICE SHALL BE RENDERED TO A DELINQUENT CUSTOMER UNTIL THE CURRENT BILL, INCLUDING THE LATE FEE AND SHUT OFF FEE HAVE BEEN PAID IN FULL
UPON PAYMENT IN FULL, THE WATER DEPARTMENT WILL, AT ITS CONVENIENCE AND DURING REGULAR WORKING HOURS, RESTORE SERVICE TO THE CUSTOMER.**
- **FOR THE CUSTOMER'S CONVENIENCE, DEPOSIT BOXES ARE LOCATED TO THE RIGHT OF THE FRONT DOOR OF THE CITY HALL AND ALONG THE SIDEWALK ON THE NORTHWEST CORNER OF THE CITY HALL. WHEN USING THE DEPOSIT BOXES, PLEASE MAKE SURE YOUR PAYMENT STUB IS SECURELY ATTACHED TO YOUR PAYMENT.**
- **A TWENTY-FIVE DOLLAR (\$25.00) INSUFFICIENT CHECK FEE WILL BE ASSESSED TO ANY ACCOUNT IF PAYMENT IS RETURNED FOR INSUFFICIENT FUNDS.**

DEPOSITS:

HOMEOWNER IS REQUIRED TO MAKE A FIFTY DOLLAR (\$50.00) DEPOSIT WHEN ESTABLISHING WATER SERVICE AT ADDRESS. IF THE HOMEOWNER HAS NO LATE FEES OR OTHER PENALTIES, THE DEPOSIT WILL BE REFUNDED AFTER TWELVE (12) MONTHS OF RESIDENCE. IF A LATE FEE OR OTHER PENALTY IS ASSESSED, THE DEPOSIT WILL BE REFUNDED WHEN THE HOMEOWNER MOVES AND THE FINAL WATER BILL IS PAID IN FULL FOR SAID RESIDENCE.

RENTER IS REQUIRED TO MAKE A ONE HUNDRED FIFTY DOLLAR (\$150.00) DEPOSIT WHEN ESTABLISHING WATER SERVICE AT A NEW ADDRESS. THE DEPOSIT WILL BE REFUNDED ONCE THE RENTER MOVES AND THE FINAL WATER BILL IS PAID IN FULL FOR SAID ADDRESS.

BY SIGNING BELOW YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO THE RULES AND REGULATIONS OF THE VIRDEN WATER DEPARTMENT.

SIGNATURE: _____ DATE: _____