

II-D-1. UTILITY ACCOUNTS – DISCONNECTION FOR NON-PAYMENT

If charges for water service or sewage disposal service are not paid when due, a penalty shall also be owed. If the full amount due for charges and penalty is not paid within 30 days thereafter, the customer shall receive notice of the past due balance on the next bi-monthly billing.

If the customer does not pay the full amount within 60 days after the delinquent fees and charges are due, the locality will cease supplying water or sewage disposal services to the customer unless the health officers certify that shutting off the service will endanger the health of the occupants of the premises or the health of others. At least 10 business days prior to ceasing the supply of water or sewage disposal services, the locality shall provide written notice of such cessation. On such notice, the locality will offer bill payment assistance, arrangement of a payment plan, or provide information to the customer for other known bill payment assistance programs. In instances where the customer is a tenant or lessee, such notice shall also be provided to the property owner.

No service shall be disconnected for any residential customer when the forecasted temperature is at or above 92 degrees Fahrenheit within the 24 hours following the scheduled disconnection. To ascertain the projected temperature, the locality shall refer to the forecasted local temperature provided by the National Weather Service.

No service shall be disconnected for nonpayment of bills or fees on Fridays, weekends, state holidays, or the day immediately preceding a state holiday.

Upon the declaration of a state of emergency declared by the Governor in response to a communicable disease of public health threat, no service shall be disconnected to residential customers for nonpayment of bills or fees for 30 days upon the declaration of such emergency.

The locality may voluntarily suspend scheduled disconnections during extreme weather events, emergency conditions, or circumstances in which it is determined that such suspension is necessary to protect the health and safety of its customers.

The locality may perform emergency disconnections for health and safety purposes.

The following is an example of the billing and disconnection schedule:

Billing	Bi-monthly on first day of the month	July 1
Due Date	30 days after billing	July 31
Penalty Added	Immediately after due date	August 1
Notice of Past Due Balance	If applicable, the next bi-monthly billing will indicate "past due balance" for the July 1 bill.	September 1
Disconnect notice	Provided by postal mail	September 15
Disconnect Date		October 1

Ref.: State of Virginia Code §15.2-2121.2; §15.2-2121.3; §44-146.29:4; §15.2-2119.4; §15.2-2119 and City of Galax Code Article V §158-39.