



City of Polk County

Water Account Payment Policy

(Updated 2020)

1. **Water Readings:** Water meter readings will start on or around the 1st of every month. To ensure consistency water meter readings will be estimated.
2. **Billing:** Water bills will be generated when all accounts are complete. Bills will be mailed 10-15 days prior to the last business day of the month.
3. **Due Dates:** Payments are due in full by the 15th of the following month.
4. **Late Fees:** An additional charge of 10% of the 2020, current due will be added on if accounts are after the 15th.
5. **Discontinuity:** Accounts with meter readings on the prior bill at \$0.00 will be on the 15th pay statement "discontinuity" and will be placed on the "shut-off" list. All accounts listed on the "shut-off" list will have water service discontinued beginning at 10:00 AM on the 15th. After the 15th day of the month bills will be generated for the water not metered at the last business day. Accounts closed on the "shut-off" list will be charged an additional \$10.00.
6. **Recommendations/Transfer of Ownership:** The water service may only be recommended/transfered if:
 - a. The current bill is paid in full.
 - b. The additional service charge of 10% bill is paid in full and
 - c. The meter is at the current deposits rate and paid in full.

Payment in full must be received by 5:00 PM by noon water service recommended/transfered the **business day**. If payment is received after 5:00 PM, water service will start the following business day. No water service will be recommended/transfered after hours or on weekends.

WARNING

Once your water service has been turned off you may not have it back on yourself. If the City determines that you have turned your water service back on without using a metered or