

City of Nevis Water Disconnect/Reconnect Policy

The city sends utility bills on the 6th of the month. Payment for this bill is due on the 5th of every month. If payment is not received by 4:30pm on the 5th of the month, a 10% penalty is applied to the account.

A Hang Tag will be placed on the customer's door 7 days after the 2nd delinquent letter is sent. A non-payment fee of \$75.00 will be charged to any account on which payment has not been received by 12:00 noon on the day of the shut-off date.

Following are procedures for staff to follow for water service disconnects and reconnections:

1. Water bills are generated and will be mailed out on the 6th of the month.
2. All utility bills are due the 5th of every month.
3. All unpaid accounts, as of 4:30 p.m. on the 5th of every month are automatically charged a 10% late fee, along with a mailing of the 1st delinquent letter.
4. On the 16th of each month or the next business day if the 16th lands on a weekend the Utility Billing Clerk will generate a list of any residents who have unpaid utility bills and send a 2nd delinquent letter to those residents indicating their water will be disconnected and include the amounts needed to keep their services on.
5. 7 days after the 2nd delinquent letter is sent the clerk will generate another report showing those residents who still have their unpaid bill and a hang-tag will be created for that resident for the Public Works Department to place on the door knob of those homes. This tag reminds the resident of the amount due, and also lists the date and time that their water will be disconnected.
6. At 12:00 noon the next business day, the clerk will again check the city PO Box for any remaining payments along with the city outside payment box, which is located next to the entrance of City Hall.
7. At this time the clerk will apply the \$75.00 fee to each unpaid account and send Public Works out to disconnect water services from those residents.

The city does not shut water off on a Friday. In the event the shutoff day is a Friday, the resident will then have their water turned off on Monday morning if still unpaid.

In the event your water is disconnected, please make every attempt possible to bring your account current as early as possible. Public Works hours of operation are 6:30 to 3:00pm. If this department has gone home for the day, your services will be restored on the next business day.

Passed this 9th day of May, 2016

Chris Norton, Mayor