

Water Disconnect Policy

By: City of Bondurant

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Water will be reconnected only during the normal business hours.

The City sends utility bills on the last day of the month. Payment for this bill is due the 15th of the month. If payment is not received by the 8:00 a.m. on the 16th of the month, a 10% penalty is applied to the account. The shut-off date will always be the 23rd of the month, unless it falls on a Friday, weekend or holiday, disconnect day will be the following business day. The shut-off date is also included on the utility bill post card mailed to the resident. A non-payment fee of \$50.00 is charged to any account on which payment has not been received by 8:30 a.m. on the day of the shut-off date.

On the 16th of the month, notice is sent to any residents who have outstanding balances on their water bills, reminding them of the shut off date. At 8:30 a.m., on the water disconnect date, any utility account with an unpaid bill will be charged a \$50.00 non-payment fee regardless of disconnection of service and city staff will begin to shut off water at locations, other than those listed as medically necessary. (The Utility Billing Clerk maintains a list of any residents who must have access to water at all times due to medical conditions. If you are a resident who has a medical issue requiring access to water at all times, please contact Misty Richardson-Kugler at 515.967.2418 immediately.)

As utility account payments are made, water will be turned on during the day. Accounts that remain delinquent at the end of the business day will have service restored, after payment, on the NEXT REGULAR BUSINESS DAY.

If you need to make payment arrangements, please contact the Utility Billing Clerk before the 15th of the month. The City understands that everyone can have a difficult month from time to time and has the ability within certain parameters to accommodate limited payment arrangements. Please call us at 515.967.2418 if you are having difficulties to see if we can help.

[For more information visit](http://www.cityofbondurant.com) our website www.cityofbondurant.com

Thank you!