

City of Bynum

Notice to Water Utility Customers Disconnection Policy

1. Bill will be mailed out on or before the 1st of each month. Bill is payable upon receipt.
2. Bill must be paid in full. No partial payments for water utility payment will be accepted. If partial payment is sent, it will be applied to your outstanding bill, but does not prevent late fees for any portion received after the 15th of the month.
3. Payments are considered late if paid after the due date of the 15th of the month.
4. The disconnect date is the 26th of every month.
5. Payment must be received at the post office box or the drop box at city hall on the 26th day of the month by 8:30 a.m. Service will be disconnected after 9:00 a.m.
6. If your service is interrupted and you have not officially terminated your account, you will be billed for all amounts of water usage, sewer, and garbage pickup. Your account is not considered terminated because you have been disconnected due to non-payment of services. All past due balances, late fee, and reconnect fee must be paid in full to receive services again.
7. A \$75.00 reconnect fee must be paid before service is restored. If your service is disconnected more than once an additional \$10.00 reconnect fee will be added each time, e.g., 1st time - \$75.00; 2nd time -\$85.00; and the third time will be \$95.00, etc. **Please Note:** *The city is initiating a probationary period to reset the fee schedule. After the 1st disconnection, we will start a probationary period of 12 months from the date of disconnection. If there are no other disconnections to your service during this probationary period, the fee schedule will be reset to a first-time disconnection.*
8. Reconnect fee, additional deposit, and unpaid water bill must be mailed to PO Box 8, Bynum, Tx 76631 or placed in the drop box at the city office. No payments for water bills, deposits, etc. will **not** be taken by any city official or city employee outside of normal business hours or outside the city office.
9. NO EXTENTION for utility services will be given.