

**PARTIAL PAYMENT POLICY FOR WATER AND SEWER BILLS  
TOWN OF PURCELLVILLE**

**June 2007**

The purpose of this policy is to provide the utility customer with a means to extend the amount of time they may pay their bill prior to service disconnect.

**1. A PARTIAL PAYMENT PLAN MAY BE ESTABLISHED AT ANYTIME PRIOR TO 10AM ON THE CUT OFF DATE.**

This will allow a customer more time to pay their bill. However, the customer should be aware that this plan does not allow them to avoid penalties on the delinquent account balance or reconnect fees. All partial payment plans must be paid in full 10 days following cut off day or service will be disconnected. The following rules will apply to partial payment plans:

- a) The partial payment must be a minimum amount of  $\frac{1}{4}$  of the total bill due.
- b) Staff will give the customer a copy of this policy and their partial payment plan that details payments and important dates. Each customer is responsible for ensuring that they follow these guidelines to avoid service disconnection.
- c) If the account is not paid in full on the due date, the customer will be responsible for the penalty amount that accrues on the unpaid account balance. Establishment of a partial payment plan does not allow the customer to avoid the 10% late payment penalty.
- d) If any balance remains due at 10am on the cut off date, the customer will be responsible for half the reconnection fee, whether or not the service is actually disconnected.
- e) Any outstanding balance must be paid within ten days from cut off or service will be disconnected and an additional full reconnect fee will accrue. It is each customer's responsibility to pay by this date. No notice will be sent to the customer prior to disconnection.

**2. NO PARTIAL PAYMENT PLAN WILL BE ESTABLISHED AFTER 10AM ON THE CUT OFF DAY.**

If a citizen has not made any attempt to make previous arrangements prior to the service disconnection, the Town of Purcellville will not accept any partial payment and the bill must be paid in its entirety prior to service being re-established.