



Town of Columbus

PO BOX 146 · Columbus, NC 28722

Late & Penalty Fees - Service Disconnection / Reconnection Policy

- 1) Late Fees
 - a) Bills are mailed on the 20th of the month.
 - b) Water bills are due on the 10th of the following month.
 - c) A late fee of 10% will be automatically added at 2:00 p.m. on the 11th of the month.
 - d) If the 10th falls on a Sunday, bills will be due on the following Monday.
- 2) Penalty Fees
 - a) If the bill is not paid by 5:00 pm on the 20th day of the month, a Disconnection Fee, as set forth in the Town of Columbus Schedule of Fees and Charges, will be manually added to the customer's account.
 - b) If the 20th falls on a weekend the penalty fee will manually be added at 5:00 p.m. on the following Monday.
 - c) There will be no additional notice prior to the application of the penalty fee, all notices are printed on the back of the water bill.
- 3) Disconnection / Reconnection
 - a) The cut-off list will be given to Public Works on the morning of the 21st.
 - b) Water service will be disconnected between 9:00 a.m. and 10:30 a.m. on the 21st.
 - c) If the twenty-first falls on a weekend or on a Monday, water will be disconnected the following Tuesday.
 - d) If the customer pays the bill that day, public works will turn the water back on after 4:00 p.m. that day.