



TOWN OF PLYMOUTH

POLICY: WATER SHUT OFF PROCEDURES FOR OWNERS WHO HAVE NOT PAID THEIR WATER/SEWER BILLS

DPW/97/01/R00

Approved: May 27, 1997

Effective: May 28, 1997

1.0 PURPOSE

The purpose of this policy is to establish the procedures by which the Town of Plymouth will shut off the water to properties whose owners have not paid the water and/or sewer bills

2.0 POLICY GUIDELINES

2.1 Customers who have not paid their water and/or sewer bills within the allotted 30 days will be subject to the following:

2.1.1 They will be sent a demand notice and given an additional 14 days to pay the bill.

2.1.2 Once the final demand period has expired without payment, the Water Division will place a door hanger on the customer's door. The door tag will have all pertinent information regarding the account and the date of shut off.

2.1.3 Once it is shut off the water will not be turned back on until all fees are paid or a payment schedule is approved by the Town.

2.1.3.1 If a customer is unable to pay the water/sewer bill and wishes to apply for hardship abatement they may apply at the Water Division office. Said hardship abatements will be subject to criteria as set forth by the Board of Selectmen.

2.1.4 All accounts that are shut off will be assessed a penalty as set forth by the Selectmen in the Schedule of Water Division Fees.

2.2 Seasonal customers that have not paid their water bill for the previous summer will not be turned on until all fees are paid.

2.3 Any customer who has had their water turned off for non-payment and is then found to have turned their water back on illegally will be subject to further actions by the Water Division to ensure that the water stays off until payment is made. These actions may include excavating the water main and abandoning the water service at the source. All costs for such actions will be the responsibility of the property owner.

2.3 Any customer whose water and/or sewer bill remains unpaid will have the bill put onto a tax lien with a further penalty added. Any customers whose bill is put to a tax lien will have their name and amount owed printed in a local newspaper.

3.0 APPLICABILITY

All delinquent water and sewer accounts will be subject to this policy.

4.0 QUESTIONS

Please contact the Water Superintendent at (508) 830-4155 if you have any questions.

Signed by:

**ROGER SILVA
Chairman, Board of Selectmen**