

## **Lockup Policy**

### Lock up for non-payment

1. You will be unlocked during the day that you make full payment, if payment is made prior to 4:00 PM. Total charges will amount to \$45 plus the amount due.

### **OR**

2. You will be unlocked during the next regularly scheduled workday if full payment is made after 4:00 P.M. The total charges will amount to \$45 plus the amount due.

A customer may temporarily avoid disconnection for an additional 30 days for nonpayment by having a physician certify that disconnection would be especially dangerous to the health of a member of the household. To request medical certification please contact customer service at 734-2236 between the hours of 9:00 AM and 4:00 PM. A letter from your doctor may be required.

The Association will no longer unlock meters, which have been locked for nonpayment, after 4:00 PM on any day regardless of the reason except for a certified and qualified medical condition that requires continuous water service.