

Natchez Water Works

**General Rules and Policies**

**E911 NUMBER REQUIRED:** CALL 601-445-2266 TO OBTAIN THIS NUMBER

**A NEW DEPOSIT IS REQUIRED FOR ALL NEW ACCOUNTS.**

**ALL DEPOSITS ARE NON-TRANSFERRABLE AND WILL BE APPLIED TO FINAL BILL. YOU WILL BE REFUNDED THE DIFFERENCE UPON TERMINATION OF SERVICE. IN THE EVENT THERE IS A CREDIT BALANCE REMAINING, THE ACCOUNT HOLDER SHALL BE REFUNDED SAID AMOUNT.**

**REGULAR TURN-ON TIME:** BETWEEN THE HOURS OF **1:30 P.M. AND 4:00 P.M.** IT IS MANDATORY SOMEONE IS PRESENT AT THE ADDRESS OF THE WATER SERVICE TO BE TURNED ON WHEN OUR REPRESENTATIVE ARRIVES. OUR REPRESENTATIVE WILL ONLY COME OUT ONE (1) TIME TO TURN SERVICE ON. THERE SHALL BE AN ADDITIONAL \$25.00 CHARGE FOR EACH TIME OUR REPRESENTATIVE MUST GO BACK DURING NORMAL BUSINESS HOURS.

**(NOTE: NO GUARANTEE OF SAME DAY TURN-ON)**

**TURN-ON FEE AFTER HOURS: 4:30 P.M. TO 8:00 P.M.....\$75.00**  
NO TURN-ONS OR TURN-BACK-ONS WILL BE MADE AFTER 8:00 P.M.

ALL BILLS MUST BE PAID IN FULL BEFORE SERVICE IS TURNED ON AT NEW ADDRESS.

CUSTOMER SHALL GIVE NOTICE TO THE NATCHEZ WATER WORKS TO DISCONTINUE SERVICE. FAILURE TO DO SO SHALL SUBJECT CUSTOMER TO THE CURRENT CHARGE EACH MONTH UNTIL SUCH NOTICE SHALL BE GIVEN.

**ONLY** NATCHEZ WATER WORKS EMPLOYEES OR A LICENSED PLUMBER MAY TURN WATER ON OR OFF AT METER. **NO TAMPERING\*** WITH THE METER BY **ANYONE ELSE**. CUSTOMER SHOULD HAVE A LICENSED PLUMBER INSTALL A PRIVATE SHUT-OFF VALVE INSIDE THEIR PROPERTY LINE FOR THEIR OWN USE OR A LICENSED PLUMBER TO DO PLUMBING INSIDE THEIR PROPERTY. ANYONE TURNING ON WATER OR TAMPERING WITH THE METER WILL BE CHARGED FOR DAMAGES PLUS OVERTIME FOR EACH EMPLOYEE THAT GOES OUT TO CORRECT THE DAMAGES. THIS AMOUNTS TO **\$75.00 UPWARDS.**

**CUT-OFF POLICY:** YOUR SERVICE SHALL BE **DISCONNECTED** FOR DELINQUENCY IF YOUR BALANCE FORWARD HAS NOT BEEN PAID IN FULL BY THE DATE SPECIFIED ON YOUR MOST CURRENT BILL.

**AFTER HOURS EMERGENCY:** THERE SHALL BE NO CHARGE TO HAVE WATER TURNED OFF FOR AN EMERGENCY REPAIR DUE TO A BROKEN PIPE.

**\*TAMPERING** - turning the meter on or off by anyone other than an authorized Natchez Water Works employee or licensed plumber; turning the meter on by a licensed plumber or any unauthorized person for water services turned off for delinquency; obstruct, bypass, damage or alter any part of the curb box, pipes, meter, and registering devices.