

Natchez Water Works

**General Rules and Policies**

**E911:** ALL CUSTOMERS SHALL PROVIDE A COPY OF THEIR E911 PROOF OF AUTHENTICITY REQUEST FORM BEFORE SERVICE CAN BE TURNED ON. THIS MUST BE OBTAINED IN PERSON AT THE ADAMS COUNTY EMERGENCY MANAGEMENT AGENCY.

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

**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 4:30 P.M. PLEASE BE SURE SOMEONE IS AT THE ADDRESS OF THE WATER SERVICE TO BE TURNED ON WHEN OUR REPRESENTATIVE ARRIVES. WE WILL GO OUT ONE (1) TIME TO TURN-ON SERVICE, AFTER WHICH THERE MAY BE A \$25.00 CHARGE TO GO BACK DURING NORMAL BUSINESS HOURS.

**(NOTE: SAME DAY TURN-ONS MUST BE SCHEDULED BY 3:30 P.M.)**

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

ALL BILLS DUE MUST BE PAID 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. (GENERALLY 5 DAYS AFTER THE DATE YOUR BILL IS DUE)

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