

WATER "SHUT OFF" POLICY FOR THE PITTSFORD/FLORENCE WATER DEPARTMENT

Effective September 4, 2025, the following policy will apply to all customers of the Pittsford/Florence Water & Sewer Departments:

1. Any account which has not been paid in full by the due date appearing on a bill shall be deemed delinquent.
2. All delinquent account balances shall be subject to 1% interest accrual, plus a one-time 8% penalty on the delinquent balance the day after the due date. (example: Due on the 3rd, interest and penalty applied the morning of the 4th).
3. All delinquent balances will be charged 1% interest on the 28th of every month.
4. Once an account balance of \$50 or more has been delinquent for at least 20 days, a "shut-off" Order shall be issued. The Shut-Off Order shall specify a service shut-off date, with notice of the Order sent to the customer, via regular and certified mail and/or in the event that the notices are returned unanswered, it will be hand-delivered to the address and a photograph of delivery will be taken as proof of delivery.
5. Shut-off's will be scheduled and implemented on any business day except Friday and only between the hours of 8:00am and 2:00pm
6. Once water is shut off, a \$25.00 fee shall become payable by the customer prior to service being restored. The fee will be \$37.50 if service restoration is sought by the customer during non-business hours. Water and Sewer employee hours are 6:00am to 2:00pm. Payment must be made at the Town Offices before water can be restored. Please see the Town website for current Town Office hours.
7. A customer may, at any time, approach the Town Manager or their Assistant in order to procure a repayment plan, which must be acceptable to the Town. This will not change the amount due on said account or the obligation to pay all interest and penalties already accrued. Interest will still accrue at the rate of 1% per month on all unpaid balances, even with a repayment plan in place.
8. Anyone subject to a payment plan must strictly observe all of its elements. Failure to abide by a single term of such plan subjects the customer to an immediate "shut off" order which shall precede the shut off of service, as set forth in paragraph 4, above.
9. **No exceptions to this policy shall be allowed without the expressed approval of the Selectboard acting as the Water and Sewer Commission.**
10. The owner of a delinquent account will be required to make certain that any delinquencies have been paid in full to be reactivated. The homeowner will be charged a **Water Turn on Fee** of \$25 or \$37.50 (see item 5 above). If this shut-off extends beyond one year, the turn-on fee will be greater, as water meters need to be checked for proper functionality. Replacement water meters will be at the homeowner's expense.









