



Attention Firestone Water Customers

The Town of Firestone will be changing its current water service disconnection policy effective January 1, 2012. The Town will no longer be providing physical shut off notices. Shut off notices will be printed on monthly billing statement if a customer's account is past due.

The Towns disconnection policy procedure is as follows:

- Monthly statements sent on the 4th of each month.
- All monthly statements will be due by the close of business on 20th of each month.
- Customers will have until the close of business on the last business day of each month to pay all charges.
- On the 4th of the next month the monthly statement will include a shut off notice on all bills that have past due charges owing. The shut off notice will read as follows: **Any Past Due Amount Outstanding After the 14th Will Be Subject To Disconnection.** Monthly statements that do not have past due charges will not receive the shut off notice on the monthly statement.
- Any account with a past due amount still owing on the 15th will be shut off within one to three business days.

If water service is disconnected the Town has a tiered reconnection fee of \$40.00 for the first offense, \$50.00 for the second offense, \$75.00 for the third and \$75.00 for each additional offenses for the remainder of the year. The disconnection fee resets at the beginning of each calendar year. Payment arrangements can be made each month prior to the 15th to avoid disconnection. Please contact Town Hall at 303-833-3291 for payment arrangements or questions.