

Meter Lock Policy

Bills for the previous month's service and usage are mailed out on or about the last day of each month and are **due upon receipt**.

In order to give our customers every opportunity to pay their bills in a timely manner, we offer several payment options:

- in the office Monday-Friday from 8:00am through 4:30pm with check or money order;
- in the drop box located on the front of the building, available 24 hours per day, with check or money order;
- by mail with check or money order to our office address at PO Box 10, Pollok, TX 75969;
- automatic bill pay option can be set up with your bank;
- payment can be made with cash or check at CBTX bank in Wells, TX, (if you wish to use your debit card an ATM is located at the bank to withdraw cash for your payment);
- if you only have cash or a debit card, a money order can be purchased at the Post Office located next door to the office from 7:30am through 3:30pm on regular business days.

A late charge amounting to 10% of the balance is added if paid after the due date. The due date is normally the 15th. of each month unless that falls on a weekend or holiday, then the due date is the next regular business day after the 15th. Late notices are mailed out the first business day after the due date.

The late notice allows approximately 2 weeks before the lock date. The final pay date will be printed on your late notice and all payments must be posted by 5:00pm that day. If payments are left in the drop box after hours on the final pay date, these payments are posted to the accounts immediately and then the lock list is generated.

If your account is on the lock list, your meter will be locked and a \$50.00 reconnect fee will be added to your account. All meters on the list will be locked before any meters will be unlocked.

As soon as the **outstanding balance and the reconnect fee** are paid, you will be placed on the unlock list and meters will be unlocked by 5:00pm the day the payment is made.