

ANIMAS WATER COMPANY

PO Box 1012
Durango, CO 81302

Tel: (970) 259-4788
Fax: (970) 259-5199

Animas Water Company Past Due Policy

- Meters will be read during the last week of each month.
 - In the event the schedule meter reading falls during a short week or a week with a holiday in it, Animas Water Company reserves the right to adjust the meter reading schedule as needed.
- Monthly billing statements will be mailed by last day of the month.
- All Animas Water Company bills are due by the 25th of the following month.
- If full payment for the past due amount has not been received by the due date, a late payment penalty will be automatically assessed the next business day on the total amount due.
- If full payment for the past due amount has not been received by the 15th of the month following the due date, a Past Due / Notice of Intent to Disconnect Water Service will be mailed via US Postal Service.
 - **It is the responsibility of the Member to ensure your correct mailing address is on file with Animas Water Company.**
- Payment must be received **in our office** before the estimated disconnect date listed on the Past Due / Notice of Intent to Disconnect Water Service statement.
 - If payment has still not been received by the estimated disconnect date, your Water service will be shut off.
- Once water service has been disconnected, payment must be made at our office located at 275 CR 252.
 - The payment must include all past due balances and penalties on the account as well as a \$50.00 reconnect fee which was assessed once the water service was shut off.
 - **Disconnection of Water Service Due to non-payment of your water bill in not considered an emergency; therefore any non emergency calls to the emergency pager will result in an additional \$50.00 fee.**
- Reconnection of your water service **may take up to 24 hours.**

If you have any question or concerns regarding this policy change, please feel free to contact our office at 970-259-4788 or via email at awc@animaswatercompany.com.

Sincerely,



Michael J Bradley
General Manager
Animas Water Company