



Water Resources and Utilities

Delinquent Payment/Disconnection Policy

Volusia County Water Resources and Utilities provides a utility bill to each customer monthly, either by U.S. mail or by e-mail as specified by the customer. Payment is due within 20 days of the billing date to avoid a late fee. The payment due date and amount due are provided on each bill.

If payment is not received on an account by the payment due date, the account is deemed delinquent and a late fee of \$5 or 10 percent of the past due amount, whichever is greater, is charged to the account. A past due notice is mailed to the customer if the past due amount is greater than \$25. The past due notice is not a requirement of County ordinance, but is sent as a courtesy to remind customers of their past due balance. The past due notice will contain the past due amount including the late fee, the date and time payment is due to avoid disconnection of utility service, and notice that a \$50 service fee will be charged if payment is not received by the date and time indicated. **If payment is not received before the date and time indicated on the past due notice, utility service will be disconnected the following day (for past due amounts over \$25), regardless of whether or not the customer received the courtesy past due notice. Utility service will not be restored until the past due amount, including the late fee and \$50 service fee, is paid.**

Service at the address of each delinquent account shall be disconnected without exception. A notice will be placed on the door of each building where service will be disconnected. Each notice provides the address of the delinquent account, a notice that utility service has been disconnected, and the past due amount including the late fee and \$50 service fee.

After service has been disconnected at the addresses of all delinquent accounts, utility staff shall begin reconnecting service for accounts that have been paid in full, including the late fee and \$50 reconnection fee. **Utility service shall be restored the same day on accounts for which payment has been received before noon.** Restoration of service is not guaranteed the same day if payment is made after noon. **If service is restored after hours at the request of the customer, an additional \$50 fee shall be paid in advance for overtime charges.**