

LAVACA WATER DEPARTMENT CUSTOMER PAYMENT POLICY

Water bills are mailed and/or emailed to customers on or around the first day of each month. Bills are due and payable on the 15th day of each month. Penalties are applied to unpaid customer bills on the 16th of each month. At this time a late payment notice is mailed and/or emailed to all customers with past due accounts. If payment is not received within five (5) days after past due notices are sent out, water service will be disconnected until full payment and a service charge is received by the water department. Service charges will be assessed as follows:

Re-connect after disconnect for non-payment \$150.00

No partial payments will be accepted.

A service charge of \$30.00 will be assessed if payment is made only after a water department employee goes to the property to disconnect water service for non-payment.

This policy has been adopted by the Lavaca City Council effective December 10, 2024.

Ways to pay: by mail at PO Box 3, Lavaca, AR, 72941

By drop box located to the left of the front door at city hall

Automatic bank draft

By phone at 855-483-5729 or online at <http://softtelpay.com>

Phone and online payments use ID code 7294111. You will also

Need your account number