



Handy Sanitary District
PO Box 987
Denton, NC 27239
Ph (336)-859-2553 Fax (336)-859-3504
www.handysanitary.com

Excerpts from the District's Customer Service Policy

- Water meters are read in the middle of the month, with bills generally being mailed out on the first day of the month.
- A bill is past due if not paid by 5pm on the 21st of the month. A \$15.00 late fee will be incurred on each account the next working day after the 21st.
- Service is scheduled to be discontinued if payment is not received by 9 a.m. on the morning of cut-off which is generally on or after the 10th of the following month. A \$65.00 fee will be incurred on each account after the disconnection list has left the office. The customer will be required to pay **all outstanding water/sewer charges** if the sewer is connected to the house prior to restoring water service. After **two** cut-offs during the last 12 month period, the customer will be required to pay an **additional service fee of \$50 prior to the restoration of water services.**
- Our fee for returned checks/returned drafts is \$25.00.
- If a returned check was payment for reconnection of service due to a past due bill or for a deposit for new service, the service will be immediately disconnected.
- Our office hours are Monday-Friday, 8AM until 5PM, therefore there are no reconnections made after hours.
- For information on our Leak Adjustment Policy, please contact the office.
- Deposits stay on the account until the account is closed.

If sewer service pertains to you, please see attached.

****This is an Equal Opportunity facility. Federal law prohibits discrimination. To file a complaint of discrimination, write: USDA Director of Civil Rights, Room 326-W, Whitten Building, 14th and Independence Avenue, SW, Washington, D.C. 20250-9410.***