

Billing Policy and Procedures

Some of this is covered in your Membership Application/Agreement

Pritchett WSC generates billing at the end of each month and deposits all of the bills in the Gilmer Post Office on the last business day of the month. All bills are due on the 15th. of every month regardless whether the postal service gets them to your mailbox or not. Pritchett WSC has absolutely no control over our postal system. On the morning of the 16th. (unless the 15th. is on the weekend or holiday) late fees are added to each account that's unpaid and notices are mailed. 5 business days later (including the 16th.) all accounts, still unpaid, are subject for disconnect.

Disconnects could be as early in the month as the 23rd. To avoid disconnect, payments have to be in our office **BEFORE** the disconnect date. Payments mailed, paid thru "Doxo" or online payments thru your bank have no assurance they will be in our office by the disconnect date. Payments made by debit/credit cards or e-check thru our website that our members have registered and logged into or called the 1-877-333-0835 number located on the back of your bill, will show on your accounts within minutes of your transaction.

The morning of disconnect, fees (\$75.00) are added to unpaid accounts, workorders are generated for lock-offs and Field Operators are dispatched to lock services.

Operators are not authorized to unlock meter after hours, so be sure to get your bill paid by 3:00 p.m. to allow time to unlock before closing time at 4:00 p.m., otherwise, payments will be verified and service unlocked on the next day. Bills must be paid in full, including the disconnect fee, to be unlocked.

Staff has no way of knowing that you may have made your payments if it hasn't reached our office by the day of disconnect. It maybe an oversight that it wasn't paid, or lost in the mail somewhere, but we just know it's not here in our office. Mail is taking approximately 10 to 12 days to reach us, and Doxo and online bills pays that you make are sent to us by a paper check and US mail.....

We accept cash, check or money orders in the office, drive-thru and drop box (in the brick column by the gate). We also offer bank drafts that will draft your account on or around the 15th. of each month or we have debit/credit cards and e-checks paid thru our website and phone number on the back of your bills.

For further questions, please call the office at 903-734-5438.