

4 Mile Hill Water
167 Panther Creek Road
Searcy, AR 72143
501-268-8533

Disconnection Policy Update and Enforcement

Our disconnect policy states, “Meters will be turned off for non-payment on or about the twentieth (20th) of every month.” If the 20th falls on a weekend or holiday, disconnects will be the following business day. In the event of an emergency or inclement weather, notifications will be sent out via automated message to the phone number listed on your account(s). Please make sure your account is up to date to receive the latest notifications from our office.

Moving forward, all accounts with a balance on the day of disconnects WILL BE disconnected. We will still allow payment arrangements for eligible members; however, arrangements must be made PRIOR to disconnect day. **NO PAYMENT ARRANGEMENTS WILL BE MADE ON THE DAY OF DISCONNECTS!** If you make an arrangement and fail to pay on the promised day, you will lose your eligibility for payment arrangements.

If your account is disconnected, you must pay the full balance of the bill, including the reconnect fee. Our reconnect fee is \$75 per account.

To have services reconnected on the same day, you must make your payment and/or contact our office to verify payment has been posted **during business hours**; otherwise, your water will be restored the following business day. Our business hours are 8-4:30 Monday through Friday.

This update and enforcement comes as directed by our Board of Directors and management due to legal obligations.

Best Regard and Well Wishes,

Management of 4 Mile Hill Water