

TOWN OF ANDREWS UTILITY INFORMATION

Effective June 13, 2018

All customers requesting new services, owners as well as renters, will pay the following deposit amounts:

Residential Service Inside City Limits	\$125.00
Residential Service Outside City Limits	\$150.00
Small Business Inside City Limits	\$125.00
Commercial Inside City Limits	\$200.00
Commercial Outside City Limits	\$275.00

The cutoff policy is as follows: bills are mailed at the end of each month, payment must be made in full by the 20th of each month.

SERVICE WILL BE DISCONTINUED (CUT OFF) at the end of 30 days after the due date. There will be no exceptions to this policy.

If the 20th is on a holiday or weekend, the due date will be the next business day.

If a customer is having extreme difficulty (health problems, etc.) in making the required payments, a plan will be prepared with the customer, but the customer must pay each current month's bill and 20% of the past due amount to prevent being disconnected from service.

When the customer request to have service discontinued, the final bill will be deducted from the deposit and the balance mailed to the address provided by the customer.

Customers, please remember that the town is always billing after the fact. That is, we bill after the water has been used. We are always one month behind in billing for water service.