

CITY OF CARO

Water Shut-off Policy

City of Caro utility bills are processed bi-monthly and are mailed on the first business day of every even month. Those months are February, April, June, August, October, and December. Utility bill payments are due and payable on or before the 4th day of every odd month.

Unpaid utility accounts on the first business day after the due date, will be assessed penalties and a delinquent notice will be mailed to the homeowner.

Unpaid utility accounts that have not made payment arrangements after ten (10) calendar days from the date of the delinquent notice will be subject to water shut-off and a tag notice will be placed on the door at the property. A tag notice fee will be billed to the account.

Unpaid utility accounts that have received a tag notice and have not made payment arrangements within 24 hours of the tag notice, will be subject to water shut-off and water shut-off fees will be billed to the account. Water will not be restored until the full account balance, including fees, have been paid.

Adopted by Council: 11/22/2022

Policy #: 21-001