-UPDATE 11/27/2023-

VILLAGE OF PENDER UTILITY SHUT OFF POLICY

* Utility bills are due on the 25th of the month.
* A 5% late penalty is assessed at 8:00 am on the 26th of the month or the following business day.
* Shut off notices will be delivered on 1st of the month or the following business day.
* On the 8th business day after the shut off notice is delivered; all utility services will be shut off if the balance has not been paid in full.
* If the customer contacts the Village Office requesting an extension the customer will have until the due date of the next billing cycle to pay the past due amount in full. If payment is not made in full all utility service will be disconnected. Only **ONE** extension per calendar year will be provided per customer.
* If your utility service is disconnected, you must pay and additional deposit in the amount of **$200.00** and a reconnect fee of **$125.00** if done during regular business hours. An additional charge of **$50.00** will be assessed if the reconnection service is provided outside of normal working hours.