

**NEWTON COUNTY WATER AND SEWERAGE AUTHORITY (NCWSA)**  
**DISCONNECT POLICY**  
**Established: December 21, 2022**

**Purpose**

This policy outlines the procedures and customer responsibilities related to service disconnection due to non-payment of water and/or sewer bills.

**Customer Responsibility**

Customers are responsible for all charges billed monthly for water and/or sewer services at the service address listed in their name. Customers can go to [www.ncwsa.us](http://www.ncwsa.us) to pay online, call 1-888-291-0171, mail payment, or come into the office to pay on their account.

Each monthly bill includes:

- A due date for current charges
- A unpaid previous balance and/or Due upon receipt of this bill for past due amounts
- A disconnection date in red if a past-due balance exists

**Avoiding Disconnection**

To avoid disconnection of service, any past-due amount **must** be paid in full before 8:00 AM on the scheduled disconnection date.

- If payment is not received by this time, service will be disconnected on that day.
- No extensions will be granted on the day of disconnection.

**Payment Plans**

If a customer is unable to pay the full amount, they may contact the Collections Specialist to inquire about a payment plan.

- Payment plans are offered as a courtesy and are not guaranteed or required by NCWSA.
- Each request is reviewed on a case-by-case basis.

**Terms of Payment Plans**

- Customers must agree to the terms and schedule outlined in the payment plan.
- Failure to comply with the agreed-upon terms will result in the cancellation of the plan, and the full outstanding balance will become immediately due.
- Non-compliance may also lead to immediate disconnection of service.
- The responsibility for timely payment of all charges rests solely with the customer. Customers are encouraged to monitor their bills and reach out proactively if assistance is needed.