

## LAC UTILITIES DUE DATES:

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-Payments for water/sewer customers are always **due on the 20th of the month**; payments for sewer-only customers are **due on the 15th of the month**.

-If paying by ACH, the payment will always be taken out on the due date unless that day falls on a weekend; your account will be charged the following business day.

**-If payment is not received on time, disconnection of services will occur the following month on the 10th for water/sewer customer.**

-A disconnection letter will be sent out the day after the due date to remind customers of a missed payment. Failure to receive this notice because of late arrival or lost mail by the post office does not excuse the missed payment or change the due date.

-To our customers using Invoice Cloud or bank drafts please allow 3-4 business days for these payments to reach our bank. Payments made last minute often get penalized because of the time delay.

\*Depending on whom you bank with we may not receive your bank drafts within a timely manner depending on when they mail out the checks. Payments will be withdrawn from your bank account immediately but often can take multiple days to reach our offices from the processing of your bank and the time it takes for the mail to reach us.

If you have any questions on when a payment is due you may find the information on the top of your bill, in our office at the front counter, via online through VLACD.org or Invoice Cloud, in your copy of the policies & procedures handbook, or you may call in to ask.

Please contact our office with any questions or concerns.