

# Water Disconnections On Overdue / Unpaid Accounts **NOTICE**



[www.foxcrossingwi.gov/online-services/utility-online-services/](http://www.foxcrossingwi.gov/online-services/utility-online-services/)

This letter is to notify you of an operating change by Fox Crossing Utilities, starting with this billing cycle. Fox Crossing Utilities will begin disconnecting water service to accounts that are delinquent; pursuant to Wis. Admin. Code § PSC 185.37. An account becomes delinquent when not paid by the due date listed on the utility bill, which is generally, but not always, the 20<sup>th</sup> of the month. At that point a notice of delinquency will be mailed indicating the final date that payment or payment arrangements need to be made to avoid disconnection.

Water will not be turned back on until the account is paid or payment arrangements are made with the Village Finance Department. Reconnection fees apply to any utility account that is turned off.

Office Business Hours: Monday - Friday 8:00 am - 4:30pm  
(See Website for Seasonal Office Hours and Closed Holidays)



## Utility Account Delinquent?

If you have any past due bills, please work to bring your bills current.

## PAY MONTHLY

The Village does not offer a ‘budget plan’, but if you prefer to pay your bills monthly, you can! Simply make monthly payments through the online portal or by sending payment (make sure you tell us your account number). Working the cost into a monthly budget is a proven method that has helped many customers. All payments will be applied to your account, even if it causes a credit balance. The credit balance will reduce the amount due on your next utility bill.

## VERIFY ACCOUNT NUMBER

As a reminder, make sure the correct account number is listed on all payments, it is our only way to make sure you receive credit for your payments. This is especially important for **online bill-pay through your bank**. Double check your account listed on the bank bill-pay to make sure it matches your bill. Using the Village online access guarantees your payment will be applied to the correct account.

## ONLINE ACCOUNT ACCESS

Visit Fox Crossing Utilities online at the website listed above (or follow the QR code to the right) to learn more about online services to view account balances, review Frequently Asked Questions, make a payment, or set up auto-pay.



Utility Online Services

There are no fees or additional charges to pay through the online payment system.

Select the



button to make payment.