



Attention Rogers Water Utilities Customers:

Please note that Rogers Water Utilities will reinstate water service shut-offs on 07/07/20. Customers past due balances must be addressed to avoid a disconnection of water service.

If a customer cannot pay their past due account balance in full, they must call customer service and set up a payment plan that will prevent an interruption of service as long as the customer honors the agreed upon payment plan.

RWU placed a moratorium on reconnect fees and disconnections in March 2020 as businesses were ordered to close to slow the spread of COVID-19. These bills were extended, not forgiven.

During the interim, our customers have been urged to continue paying whatever they can to keep their balances from growing. A small number of our accounts are currently past due and subject to disconnect. RWU is concerned that some customers have accrued balances that may be difficult to pay down.

RWU will notify customers of potential service disconnection on customer bills beginning 6/18/20, disconnect notices will be sent on and after 06/25/20, and **shut-offs will resume on 07/07/20**. Reconnection fees will be charged by end of business on 07/06/20.

Utility customers have until 07/06/20 to set up a payment plan. If you are behind, you must pay your past due balance, or contact RWU to set up a payment plan to avoid service interruption.