

Payment and Disconnection of Service Information

Brief Overview of Billing Cycle:

1. Payments are due by the 17th of each month.
2. Late charges are applied the following business day.
3. Past due payments are due by the 25th of the month.
4. Disconnection of service is on / after the 26th of every month.

To Prevent Disconnection:

1. Payment of past due amount must be made...
 - a. in the office on the 25th before close of business.
 - b. in the drop box before 8:00 a.m. on the 26th.
 - c. online before 8:00 a.m. on the 26th.
2. Payment arrangements must be made by the account holder on or before the 25th...
 - a. complete the form in the office.
 - b. complete the form found online at www.MCRW.org and email/ fax the completed form and a copy of your driver's license.
 - c. **NO payment arrangements** will be made on or after the 26th for accounts that are subject to disconnection.

Effective 8:00 a.m. on the 26th:

\$48.00 Delinquency Fee: Will be **automatically** added to your account if...

- a. payment has not been made before 8:00 a.m. on the 26th.
- b. payment arrangement has not been made before 4:30 on the 25th.

\$29.00 After Hours Service fee: For a service to be reconnected ...

- a. after 5:00 p.m. Monday – Friday
- b. weekends
- c. holidays

Payments made through www.MCRW.org will need to be paid in full and a receipt (print/email) will need to be presented before service will be restored. If you are not able to show proof of full payment, then MCRW will not be able to restore your service until proof of payment is verified the following business day.