

## FREQUENTLY ASKED QUESTIONS

**I AM SELLING MY HOME – WHAT IS THE PROCEDURE?** Your attorney needs to fax us a final bill request, which includes the closing date, new owner information (name and billing address), and where he/she wants us to send the final bill (back to them for the closing or forwarded to you). Once we have this request in the office, we will come to the service address and take a final reading. Once that final bill is processed, we will put the new owner's name and billing information on the account. The service is never de-activated or turned off – just the change of ownership.

**WHEN ARE PENALTIES PUT ON THE ACCOUNTS?** Penalties will be applied 7 days after the due date.

**WHY WAS MY BILL ESTIMATED?** The majority of our customers are estimated every February, as a way to reduce operations' cost. We also estimate when we are unable to access the meter or obtain an accurate reading. When this occurs, the customer is sent a letter.

**WE ARE LEAVING FOR THE WINTER SEASON – WILL WE STILL RECEIVE A BILL?** Yes, your account will remain active and you will pay the current basic rates. The main change in amount will be reflected in the water usage. Be sure to call us and let us know you are leaving, if you have not already called for a seasonal shut off. You can also call in the meter read just before you leave, to insure a more accurate bill. Otherwise, the water charges may not be reflected until the meter reading after you return.

**WHAT IS THE RELEVY AND WHEN DOES IT HAPPEN?** A relevy is when unpaid water and sewer charges are taken off your account and applied to your Town and County tax bill. For LCWSA's customers, this relevy occurs in October each year, including both water and sewer charges. For residents in the Village of Livonia, only your sewer charges will be relevied in October, with the water charges relevied in April to your Village taxes. Once this relevy is processed, the only way to pay for these charges is through your tax bill.

**WHAT DO I NEED TO DO TO DISCONNECT FROM PUBLIC WATER/SEWER?** Your contractor needs to cut and separate your line from the public line, leaving the trench open so we can inspect the disconnected pipe. After the inspection, your account will become inactive for current charges.