

With the continuing Covid 19 surges due to variants that have continued to cause surges the Grant Town Town Hall and Grant Town Water System are by appointment only for in person payment of water bills. You can contact the Town Hall at 304-278-7381 to arrange an appointment to pay in person. You can also make your payment by:

- Mail – check or money order only please for your protection;
- Drop Box located on the front of the Town Hall Building – we prefer check or money order but if you are going to pay by cash please put in a sealed envelope with your bill card or account number and name;
- Bill pay through your financial institution;
- Credit card by calling 877-794-1209 or website – [granttownpayments.com](http://granttownpayments.com)

**There will be no payments collected in the field by our Water Operations personnel.**

**There have been questions regarding Termination of Service for past due accounts – the process is:**

- Your payment is due on the 20<sup>th</sup> day of the month – if the 20<sup>th</sup> falls on a Saturday, Sunday or holiday your payment is due the next business day following the 20<sup>th</sup> day of the month;
- Late payment fees are assessed on the day following the due date;
- Termination letter is sent on the day following late fee assessment - this letter will give you your termination date;
- From Termination letter to termination date we will make 2 attempts to contact you. These attempts will be 24 hours apart and will be as follows:
  - If we have your contact phone number we will call you – leaving a message on your voicemail is considered an attempt to contact you;
  - If we do not have a telephone contact number we will hang a door knocker on your door;

We are not required to knock on your door as a contact. **We will not collect your payment in the field.** It is in your best interest to provide the office with a good contact number so that we can reach you for personal contact. It is the best way to ensure that you understand the termination date and can avoid termination of service.

Please remember there is a \$25.00 Disconnect Fee and a \$25.00 Reconnect Fee that is collected if your account is Terminated for non-payment.

Please contact Melanie Thompson at 304-278-7381 if you have any questions regarding any of the information in this notification.

Thank you so much!