

# How to Avoid a Water Shutoff

## Shutoff moratoriums have ended

Suspension of water service disconnections has ended in Connecticut, the moratorium is expected to end on September 15, 2021.

Hazardville Water Company encourages customers with unpaid balances to promptly contact Customer Service to determine a payment solution that best meets their needs.

## Frequently Asked Questions (FAQs)

What should I do if I receive a shutoff notice?

You should immediately contact Customer Service at **1-860 -763-7420** and setup a COVID-19 payment plan. A deposit is NOT required when setting up a COVID-19 payment plan. You will be required to pay your plan's monthly installment payment in addition to your current balance.

What will happen on the day I'm scheduled to be shut off?

If the customer prior to shutting off the property's water service speaks with the Company service technician on-site, the customer will be advised to immediately contact Customer Service at **1-860 -763-7420** and set up a COVID-19 payment plan. The customer will NOT be required to pay a deposit if they set up a payment plan. The property's water will NOT be shut off if the customer successfully sets up a plan.

If the customer is not home the property's water will be shut off as scheduled.

What should I do if my water was shut off due to an unpaid balance?

You should contact Customer Service at **1-860 -763-7420** during regular business hours (Monday – Friday, 8:00 a.m. – 4:30 p.m.). A turn-on fee will be charged to your account for water service restoration. You will also be required to set up a COVID-19 payment plan or pay your past due balance. If you choose to set up a payment plan, NO deposit is required on the day you set up the plan. To avoid another possible shutoff in the future, you must pay your plan's monthly installment payment in addition to your current balance. After regular business hours You should contact Customer Service at **1-860 -749-0779**, a after-hours turn-on fee will be charged to your account for water service restoration after regular business hours.

How can I pay my water bill?

You can make a one-time payment **online or by phone** or use **Hazardville Water Company's Invoice Cloud customer portal**. You also have the option to come to our office to make a payment.