

How to Avoid a Water Shutoff

Shutoff moratoriums have ended

Hazardville Water Company encourages customers with unpaid balances to promptly contact Customer Service at **1-860-763-7420** 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 and set up a payment plan. A partial payment of your outstanding balance will be required.

What are the details of a Payment Plan?

After a partial payment is made on the outstanding balance due, the remaining amount due becomes the beginning balance of the Payment Plan. That amount is divided into a number of equal monthly payments. Payment Plan balances are not charged late fees. Going forward, both Payment Plans and current charges must be paid in a timely manner.

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

If the customer speaks with the Company service technician on-site, prior to the property's water service being shut off, the customer will be advised to immediately contact Customer Service at **1-860-763-7420**. The property's water will NOT be shut off if the customer successfully pays the outstanding balance, OR pays a portion of the outstanding balance and sets up a Payment Plan.

If the customer is not home the property's water will be shut off as scheduled. A shut off fee will be charged to the account.

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

Any time water is shut off for non-payment, either payment of the full balance OR a partial payment and Payment Plan are required to restore service to the property.

During regular business hours (Monday – Friday, 8:00 a.m. – 4:30 p.m.), contact Customer Service at **1-860-763-7420**. A turn-on fee will be charged to your account for water service restoration.

After regular business hours you should contact Customer Service at **1-860-749-0779**. An 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?

- **Telephone** 860-763-7420
- **online** at hazardvillewater.com – *Online Bill Pay*
- **in person** at the office located at 481 Taylor Road Enfield