

CITY OF CLINTON
CLINTON WATER AND SEWER DEPARTMENT
P.O. BOX 277
CLINTON, AR 72031
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William Hinchey, Manager

Richard McCormac, Mayor

To Whom It May Concern:

RE: Policy changes for the Clinton Water and Sewer Department for time of doing Connects, Disconnects, and Re-connects

The Clinton Water and Sewer Department is working hard to get all connects, disconnects, and re-connects done in a timely manner. However, we can no longer guarantee that all connects, disconnects, and re-connects will be done on the same day as the date requested. We will get them done as soon as possible but the time to complete the above has been changed to within 48 hours or two business days to complete connects, disconnects, and re-connects depending on the day of the week. For example, if a customer requests the connect late on a Friday afternoon, it may be Tuesday morning or afternoon before the connect is done. We apologize for any inconvenience to the customer. In the future be sure to contact us and schedule connects, disconnects, and re-connects within an appropriate time frame.

Delinquents are disconnects to customers for failure to pay their water bills. If the Clinton Water and Sewer Department has a high number of customers that need to be disconnected, then at the discretion of the Manager, the disconnects can be broken down to two different days and do the Clinton customers on one day and the Bee Branch customers on the next day. Re-connects to customers who have paid their bills on the delinquent day will not be re-connected on the same day as they were disconnected. It could be two next business days unless the customer pays an additional After Hours charge of \$60.00.

Jackie William Hinchey, Jr., Mgr.
Clinton Water and Sewer Department