



Non-Pay Disconnect Policy

Effective September 1, 2026

1. Statements are mailed on the 1st of each month. If the 1st is on a Saturday or Sunday, they will be mailed on Friday. If you are signed up for paperless billing, you will receive an email with your bill as soon as billing is processed.
2. Amount due is due by the 10th of the same month. Should the 10th fall on a Saturday or Sunday, payment will be due the following business day.
3. If your payment has not been received by the 10th, you will receive a payment reminder notice with your next month's bill. To simplify things, we will no longer be sending a separate letter. If you receive a payment reminder, please pay your balance, or give us a call to schedule a payment arrangement no later than the 7th of the month.
5. After you have received the payment reminder notice with your billing statement, if you do not make a payment or payment arrangement by the 7th of the month for the amount due, your service(s) will be disconnected on the 8th of the month. Should the 8th fall on a Saturday or Sunday, disconnect will occur on the next business day.
6. While we will try our hardest to accommodate the needs of our customers, customers will not be allowed to carry a balance more than 30 days past due. When making payment arrangements please remember this policy.
7. If service is disconnected, payment of the total amount due will be required before service is reconnected. A \$25 reconnect fee will be added to your next bill.

Automatic Payment Option-

For your convenience, we offer **ACH Auto Pay** (automatic payments from your bank account) or one-time ACH Bank Draft (one-time payment from your bank account). To enroll, log in to your SmartHub account or contact our office at 608-427-6515, and we would be happy to assist you.

Thank you for your prompt payments and your cooperation with this policy.

Rev. 07/01/2026