

Company Name  
Mailing Address  
City, State Zip code

Office Address  
City, State Zip code  
Office phone: xxx-xxx-xxxx  
Emergency Phone: xxx-xxx-xxxx  
Fax: xxx-xxx-xxxx  
Email: xxxxxxxx@xxxx

## NOTICE OF INTENT TO TERMINATE SERVICES

Account Number: customer account #  
Service Address: customer service address (mailing also if different)

**TERMINATION DATE: Date** (Note: This date has to be the proposed termination date. Service can be terminated on or after this date for up to 21 days.)

**BALANCE DUE: \$xx.xx**

You are hereby notified that you are delinquent in payment for water service provided to you by **Company Name**. The balance owed on your account is indicated above.

If this balance is not paid or if payment arrangements are not made before the date shown above, then **YOUR WATER SERVICE WILL BE DISCONNECTED**.

To avoid termination of service, you must contact **Company Name** **before** the Termination Date to make a payment arrangement or pay in full. Please call on weekdays between **TIME a.m.** and **TIME p.m.**

Termination may be delayed by:

1. Providing a medical certificate advising us of the existence of a Medical Emergency; or
2. Filing a complaint regarding the proposed termination with the **Idaho Public Utilities Commission, PO Box 83720, Boise, ID 83720-0074 (800-432-0369 or 208-334-0369)**.

Service will not be terminated prior to resolution of a filed complaint. Termination of service does not relieve you of your obligation to pay for all services prior to termination.

Should service be terminated, a charge for restoration of service of \$xx.xx during regular office hours, or \$xx.xx for other than regular business hours must be paid in addition to the account balance prior to restoration of service. **A deposit may also be requested.**

**If you are unable to pay your bill in full, Company Name may assist you by making payment arrangements. (This statement must be in bold print.)**

Remember, your water will be turned off on or after the Termination Date shown above unless you act before that date.