

IMPORTANT WATER RECONNECT NOTICE

Starting with this month's cut-off on August 20th, 2026, a new water reconnect policy will be in effect.

If your water has been disconnected due to non-payment, **all required payments, including the reconnect fee, must be paid by 4:30 PM in Office** in order for your water to be restored that day.

After 4:30 PM:

- Online payments made after 4:30 PM will **not** result in an after-hours reconnect.
- Payments placed in the City Hall drop box after 4:30 PM will **not** result in an after-hours reconnect.
- Your water will be restored on the **next regular business day** once payment and all required fees have been verified.
- **911 will no longer dispatch the City's on-call personnel for after-hours water reconnects due to cut-off.**

This change is being put in place to ensure **fairness and consistency for all customers**. After regular business hours, we do not have a reliable way to verify that all necessary payments and reconnect fees have been received before restoring service.

We appreciate your understanding and cooperation as we put this process in place.

**Thank you,
City of Cochran**