

**Lock Notice Calls and Doorhangers**

On the two Fridays prior to the lock date, a call is placed from our automated call system to the main phone number on the account. At least 48 hours prior to the lock date, a door hanger is attempted to be delivered to each address whose service is in jeopardy.

**Lock**

If we do not receive payment by 5:00 p.m. the day PRIOR to the date listed on the final mailed notice, service will be locked on the lock date. Once a service is locked, the customer will need to pay a reconnection charge and a deposit up to two and one half (2 ½) times the monthly average bill to have service restored. The deposit is refundable if a customer maintains an on-time payment schedule for at least 12 consecutive months. This is an addition to paying the balance due on the lock notice.

**MCSO CUSTOMERS WHO FIND THEMSELVES AT RISK OF IMMINENT SERVICE INTERRUPTION ARE ENCOURAGED TO CONTACT THE DISTRICT OFFICE TO DISCUSS THEIR OPTIONS SUCH AS A DEFERRED PAYMENT, AMORTIZATION, OR APPEAL.**

**PLEASE CALL US AT (707) 839-3251, MONDAY THROUGH FRIDAY, 9 A.M. TO 5 P.M.**