

## DELIVERY INFORMATION

### REGULAR SCHEDULED DELIVERIES

Regular service deliveries are made between **7:00 AM** and **3:00 PM**.

### MISSED DELIVERIES

If your service was missed on your regular route day, we will automatically schedule a return visit the following week (in 7 days) to complete your delivery. Please make sure arrangements are in place for access.

No credit will be given for lock-outs or missed services without advance notice.

If access issues caused a missed delivery, please contact our customer service team. We offer solutions such as keypads that allow us to safely open and close your garage door for service.

### VACATIONS AND SKIPPING DELIVERIES

Please contact our office at least 4 days before your scheduled delivery to make arrangements.

## BILLING INFORMATION

Service is billed **monthly in advance** on the 1st of each month. Customers who pay for a **full year in advance** receive a **5% discount**—please call for details.

We understand that unexpected circumstances can affect payments. If you anticipate a late payment or have a past due balance, please contact us. We're happy to work with you to arrange a reasonable payment plan.

Past due balances are subject to an **additional charge of 1½% per month** until paid in full.

A **\$25 fee** will be applied for returned checks.

## HOLIDAY DELIVERIES

During holiday weeks, your delivery may be adjusted. Some routes will run **one day earlier** and others **one day later** than usual. Please check the schedule below for details.

### HOLIDAY SCHEDULE DELIVERIES

- **Christmas 2025** – Thursday, Dec. 25  
Deliveries scheduled on or before Dec. 25 will arrive **one day early**.
- **New Year's Day 2026** – Thursday, Jan. 1  
Deliveries scheduled on Jan. 1 and 2 will arrive **one day later**.
- **Memorial Day 2026** – Monday, May 25  
Deliveries scheduled during this week will arrive **one day later**.
- **Fourth of July 2026** – Saturday, July 4  
**No change** to delivery schedule.
- **Labor Day 2026** – Monday, Sept. 7  
Deliveries scheduled during this week will arrive **one day later**.
- **Thanksgiving 2026** – Thursday, Nov. 26  
Deliveries scheduled on or before Nov. 26 will arrive **one day early**.
- **Christmas 2026** – Friday, Dec. 25  
Deliveries scheduled on or before Dec. 25 will arrive **one day early**.

## IN CASE OF EMERGENCY

To shut off water to the tank, turn the valve or push the bypass located at the top of the tank

## 24 HOUR EMERGENCY SERVICE

**(805) 498-6626**