

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