

Updated Utility Billing Policy - Quick Facts Effective 2/1/2020

In particular, the Delinquent Account or Discontinuance of Water Service has major changes. Part of this update is to be compliant with Senate Bill 998. The below covers some of the major changes customer's should be aware of, it is advised that customer's read the full policy:

- **Late Fee** – There will be a **\$10 late fee** if a bill is not paid on time.
 - Bills are still due 21 days from the bill date.
 - After 21 days, a past due courtesy reminder will go out to anyone signed up for notifications.
 - Any bills not paid before the next bill processing will have a \$10 late fee applied to the account. Below are examples of both billing cycles:
 - For example, the 2/5 bill is due 2/26. If the bill is not paid before the 3/5 bill is processed, a \$10 late fee will be applied.
 - For example, the 2/20 bill is due 3/12/20. If the bill is not paid before the 3/20 bill is processed, a \$10 late fee will be applied.
 - *At the request of the customer, the District will waive the late fee if there are extenuating circumstances and the customer has not been assessed a late fee for delinquent payment in the preceding twelve (12) months.*
- **Small Balance Allowed** - Any balance on a bill of **\$20 or less** may be carried over, and added to, the next billing period without being assessed a late fee.
- **Alternative Payment Arrangements (payment plans)**
 - Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement to avoid late fees or disruption of service. The District will consider all circumstances surrounding the request and make a determination as to whether the payment arrangement is warranted.
 - Payment arrangements that extend into the next billing period are considered an amortization plan, which must be in writing and signed by the customer. An amortization plan will amortize the unpaid balance over a period defined by the customer, not to exceed 12 months from the original date of the bill. The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further

amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan.

- **Formal Discontinuance Notice for Non-Payment** - The District shall not discontinue water service for non-payment until payment by the customer has been delinquent for at least 60 days. The District will make a reasonable, good faith effort to contact the customer at least 10 business days before discontinuation of water service for non-payment.
 - This notice does not carry additional fees, but will have the date to pay by to avoid additional fees.
- **72 Hour Final Physical Tag Notice** – If account is still past due, a physical tag will be hung on the premise, this carries a **\$25 fee**. (same as before)
- **Disconnection of Water Service for Non-Payment** - The District will disconnect water service by turning off, and in some cases locking off, the meter. **\$40 fee** (same as before)
- **Re-establishment of Service After Business Hours** - Service restored after 5:00 pm Monday through Friday, weekends, or holidays will be charged an after-hours re-establishment **fee of \$100**. Service will not be restored after regular business hours unless the customer has been informed of the after-hours re-establishment fee and has signed an agreement acknowledging the fee and agreeing to contact the District's billing department no later than noon the following business day to pay the subject fees.
- **Owner/Tenant Relationship** - In any instance in which the owner does not occupy the premise or is not the primary user, the owner will, nevertheless, be primarily responsible for service to the property. This includes balances remaining on tenant accounts, excluding delinquent fees. (same as before)
 - An owner has a right to inquire with the District if the tenant account is in good standing.
 - An owner has a right to know the account balance if the tenant account is not in good standing.
 - An owner has a right to request an estimated closing bill account balance on a tenant account.
 - In the event a tenant account is delinquent and turned off for non-payment, the owner will be notified that the tenant account is being closed out and reverting back into the owners responsibility. The tenants water service balance will be converted to the owners account, excluding tenants delinquent fees.