

## POLICY CHANGES FOR TERMINATION OF SERVICE

**Section 1. Billing Dates; Delinquency Date; Charge for Delinquent Payment.** Water bills shall be mailed on approximately the 1<sup>st</sup> – 5<sup>th</sup> day of each month for the **previous** month serviced. (Steve normally reads meters on the 21<sup>st</sup> of each month and that reading includes all water used from the 22<sup>nd</sup> of the month **before** that reading all the way up to and including the 21<sup>st</sup> of the month he reads them. So as an example, the amount due by say the 28<sup>th</sup> of June is for the water used from April 22<sup>nd</sup> to May 21<sup>st</sup> when he reads the meter. I load it into the system on or about the 28<sup>th</sup> and produce the bills that go out to you approximately the June 1<sup>st</sup> - 5<sup>th</sup> and then is due by June 28<sup>th</sup>. I wanted to take time to explain this because it is a bit confusing and some have asked how the billing cycle works.) All water bills shall be due and payable at the water district office upon receipt and must be paid in full not later than the 28<sup>th</sup> day of the month they are received. Payments not received by that day, the 28<sup>th</sup>, shall be delinquent. A delinquent charge of 10% will be added to each delinquent bill.

### **Section 2. Nonpayment of Bills**

(a) An account delinquency and service discontinuance notice shall be issued after ***the 2<sup>nd</sup> month*** of non-payment. Notice shall be sent by U.S. Mail, First Class, to the resident of the home and if the resident is a renter, the notice will also be sent to the owner.

(b) The notice of account delinquency and service discontinuance shall provide the following information:

- 1) Name of customer and address where service is being provided;
- 2) Amount past due plus any late fee's listed with the addition of the Disconnect & Reconnect Fee's added;
- 3) Notice of the disconnect day will be included and the water service shall be terminated upon failure to pay by the due date given and/or at least by the Disconnect date provided in the notice.

(d) Notwithstanding the order of discontinuance, service shall not be discontinued if the payment has been received prior to termination.

**Section 3. Reconnection Fees.** If disconnection has had to take place, prior to reconnecting a water service the customer shall pay the entire balance due together with a Disconnect charge of \_\_\$50\_\_ and a Reconnect charge of \_\_\$50\_\_ before the water service can be started again.

Thank you!

### **RWD10**

P.S. This is simply a Policy change that RWD10 sought legal counsel for in regards to handling non-pay/late-pay customers. The policy has changed in regards to the amount of time allowed for nonpayment and it is suggested by counsel to make our residents aware of the policy change. We were informed that it being a simple policy change, there was not the need for a 'new resolution' or any changes in the By-laws. Again, this is not an issue for 95% of our customers but in wanting to make a way for an easier payment for being 2 months behind instead of 3, we have voted to make this change. RWD10 appreciates all of you more than you know and we ***'Thank you!'*** for your continued support! As always, please call the office if you have questions.