



UPPER HALFMOON WATER COMPANY

BILLING POLICY

Modified 03/24/2026

Summary: This policy identifies the billing process and billing rates for quarterly metered water usage by the members, to include penalty fees for non-compliance, the AG Rate Discount Program, and Catastrophic Leak Rate Reduction.

Authority: BY-LAW ARTICLE XI Section 8

Billing and Rates

- Water bills are mailed quarterly, usually within the first two weeks of January, April, July, and October.
- There is a minimum charge of \$26.00 for water usage up to 4000 gallons per quarter.
- Usage over 4000 gallons per quarter is billed at a rate of \$8.75 per 1000 gallons.
- Payments can be mailed to the Upper Halfmoon Water Company or deposited in a Drop Box, located on the right side of Brothers Pizza. Additionally, members may use their bank's online banking systems to submit their payments. In this case, the meter reading should be entered into their bank's online banking bill pay "memo field" associated with the payment.

Penalty Fees

- Late receipt of payment - \$15.00
- Returned check fee - \$25.00 penalty + our incurred bank fees
- Failure to submit a meter reading for one billing cycle - \$15.00
- Failure to submit a meter reading for two or more consecutive billing cycles - \$35.00
- Water Shut-Off Fee - \$50.00

Meter Readings

- Members are required to read their own meters.
- The meter reading is entered on the bill stub, which is detached and returned with the quarterly payment or entered into their bank's online banking bill pay "memo field."
- Refer to the Meter Policy for additional information.

Agricultural Rate Discount Program

- Members may apply for an agricultural rate discount when water usage supports agricultural operations performed at the member's service address, and those operations generate over \$2000 per year of gross farm income.
- The water company will not make billing adjustments for water used before income verification and acceptance into this program.
- Water usage under this program is limited to usage at the member's service address. It may not be shared, sold, piped, or transported elsewhere without the water company's written permission.
- Members must supply proof of income showing over \$2000 per year of gross agricultural income (IRS Schedule F (Form 1040), Line 50) from agricultural operations at the member's service address.
- Once income is verified, the discount will be applied to the next quarterly bill and will continue through the billing cycle that occurs in April of the following year.
- The member must re-verify farm income before June 30th of every year by submitting a new tax year Schedule F to renew the discount for another year, or the discount will automatically terminate.
- For members accepted into this program, on-time quarterly meter readings must be submitted to the water company during EVERY billing cycle, or this discount will be forfeited.
- If the above conditions are met, water usage over 30,000 gallons per quarter will be assessed at a reduced AG rate of 25% of the normal rate for water usage over 4000 gallons per quarter.
- Members may be terminated from this program if water usage does not conform to the above guidelines.

Catastrophic Leak Rate Reduction Clause

- A catastrophic leak is defined as water loss after the meter as a result of a pipe leak, burst, rupture, crack, break, split, or other failure, either above or below ground level, that the member was not aware of until after more than 100,000 gallons of water had been measured by the meter in a single billing cycle.
- If a member's meter readings were up to date, a 50% cost reduction off the normal rate for usage over 4000 gallons will be applied to the bill for one quarter's amount of water usage.
- If a member had one missed meter reading, the cost reduction shown above will only apply to one quarter's amount of water usage, with the total water usage averaged over the period since the last meter reading was provided.
- If a member had two or more missed meter readings when the catastrophic leak occurred, this rate reduction will not apply.
- If a meter pit is in place and the leak was due to a poorly installed service line (ie, improper bedding or backfill), this policy may only be implemented for one leak on that service line unless the member had the entire original leaking service line replaced with a properly installed new one since the time of the last catastrophic leak.
- The water company board has the exclusive right to grant, adjust, or deny this discount based on its understanding of the events surrounding the leak and the status (and history) of the member's account at the time of the occurrence.

Noncompliance Clause

- The water company may shut off the water at the curb stop valve for lack of payment.
- The water company may shut off the water at the curb stop valve for failure to allow a water company employee to obtain a meter reading after the second missed customer meter reading.
- Refer to the Water Shut-Off Policy for additional information.

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