

UPPER HALFMOON WATER COMPANY

BILLING POLICY - Modified 4/18/2024

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 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 \$24.00 for water usage up to 4000 gallons per quarter.
- Usage over 4000 gallons per quarter is billed at a rate of \$8.00 per 1000 gallons.
- For members with more than \$2000 per year of agriculture income shown on their income tax return, usage over 30,000 gallons per quarter is assessed at a rate of \$2.00/1000 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 check.

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."

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

Catastrophic Leak Rate Reduction Clause

- A catastrophic leak is defined as water loss after the meter as a result of a pipe 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 are 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 has 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 has two or more missed meter readings when the catastrophic leak occurs, 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 is the sole body that interprets this policy clause and has the exclusive right to grant or deny this discount based on its understanding of the events surrounding the leak and the status of the member's account at the time of the occurrence.