

**POLICY TITLE: ACCOUNT PAYMENTS, SHUT OFF PROCEDURES AND FEES**

**POLICY NUMBER: 3036**

**3036.1 ACCOUNT PAYMENTS AND SHUT OF PROCEDURES**

3036.11 Accounts shall be billed monthly and are billed on the condition that the same are so paid monthly. Billing for Accounts will be mailed to the service address or the requested mailing address of the customer on record at the District Office on or about the first of each month.

3036.12 Accounts not paid and received by the last day of the month will be considered delinquent and in arrears on the first of the next billing month and will be charged a penalty of 10% and the charges for the second month will indicate such. This billing will show the amount delinquent on the account.

3036.121 Accounts not paid and received by the last day of the second month are considered thirty (30) days delinquent and in arrears on the first of the third month and shall get an additional 1% for the first month delinquent and an additional 10% for the second month becoming delinquent added to the account on this billing. This is a second delinquency notice (Shut off Notice). Such notice shall be in printed form and shall contain the statement that the service will be discontinued on the expiration of ten (10) days from the date of notification by mailing. The billing shall be Red in color, shall clearly state shut off notice and shall be enclosed in an envelope for privacy.

3036.122 The ten (10) day grace period shall begin to run on the day of mailing of the shut off notice as stated in Section 3036.12, and shall expire on the tenth day thereafter. This ten (10) day grace period is the point in time that the customer can request the General Manager or his designee to grant approval of special arrangements for payments, when an extreme hardship exists, as discussed in Policy #3037, CUSTOMER PAYMENT ARRANGEMENTS. On the expiration of said ten (10) days, if such delinquency has not been fully paid in the meantime, the General Manager or his designee shall disconnect the Districts water service for that account and lock the valve off. If upon further inspection the water service has been restored and the lock cut or broken, there shall be an additional fee of the cost of the lock cut and the shut off fees again applied to the account.

3036.13 When water and sewer services have been disconnected for non-payment, and 60 days from the disconnection date have passed to allow for payment, it shall be the districts practice as is recognized in California and surrounding areas, that all such accounts should be closed and no further billing be processed. The District will send the billing to a Collection Agency or Service for collection after account has been closed.

**POLICY TITLE: ACCOUNT PAYMENTS, SHUT OFF PROCEDURES AND FEES (CONT.)**

**POLICY NUMBER: 3036**

## 3036.2 FEES

3036.21 There shall be an Account Initiation Fee of \$25.00 will be charged for every new account requested to be set up for a customer none of which will be returned to the customer. This Fee can be paid at the time of filling out an account application or it can be charged on the account once set up.

3036.22 There is a shut off fee and a turn on fee applicable to the account once the service has been discontinued for non-payment. These fees along with the total charges on the account must be paid in full prior to the water service being restored after shut off for non-payment.