

BILLING, PAYMENT AND COLLECTION PROCEDURES – PER RESOLUTION 1578

Utility Service Billings.

The District shall bill customers on a bimonthly basis for water and sewer service provided by the District to each customer's premises during the preceding two calendar months; provided, however, that the initial or final bill to any customer may cover a shorter period of time. Each bill shall clearly state its Bill Date and due date and shall be payable as follows:

a. All sums (other than delinquent sums) not paid in full by the end of the 30 day payment period shall be considered to be delinquent sums; a one-time penalty of 10 percent shall be charged on such delinquent sum on the 34th day from the Bill Date and a letter shall be mailed to the customer advising of the delinquent sum (including the 10 percent penalty) and requesting payment of such sums within thirty (30) days;

b. If any delinquent sum remains due and owing 62 days after the Bill Date for the delinquent billing, a notice shall be mailed to the customer advising that the water and sewer service to such customer's property may be shut off if payment in full of all delinquent sums (including the 10 percent penalty) are not paid to the District by the 72nd day after the Bill Date for the delinquent billing.

c. A door hanger shall be placed on the front door of the premises/property receiving District utility service if any delinquent sums remains due and owing 65 days after the Bill Date for the delinquent billing; the door hanger shall advise that water and sewer service to such customer's property may be shut off if payment in full of all delinquent sums (including the 10 percent penalty) are not paid to the District in full by the 72nd day after the Bill Date for the delinquent billing.

d. The mailed notice and door hanger notice referenced in Sec. 2(b)-(c) above shall also advise the customer of the customer's right to file a written notice of appeal with the District no later than 4:30 p.m. two (2) days prior to the 72nd day after the Bill Date for the delinquent billing; such notice of appeal shall set forth the reasons why the customer disputes the delinquent billing and provide the customer's estimate of the proper amount of the bill if possible; the customer may then request a meeting with the Board of Commissioners pursuant to Section 7 herein, and the Board shall make a final determination on such billing pursuant to Section 8 herein.

e. If any delinquent sum remains due and owing 72 days after the Bill Date for the delinquent billing, the manager may shut off and discontinue water and sewer service unless the customer has filed a written notice of appeal with the District as provided above and the Board of Commissioners has not yet made a final determination on such billing.

f. If any delinquent sum remains due and owing 82 days after the Bill Date for the delinquent billing, a notice shall be mailed to the customer advising that the delinquent sums will be certified as delinquent to the County Auditor and a lien will be filed against the property upon which the utility service was received if payment in full of all delinquent sums

(including the 10 percent penalty) are not paid to the District by the 90th day after the Bill Date for the delinquent billing.

g. If any delinquent sum remains due and owing 90 days after the Bill Date for the delinquent billing, the District shall certify the delinquent sum to the County Auditor as delinquent and file a lien against the property upon which the utility service was received in the amount of the delinquent sum; the delinquent sum shall also include interest thereon at the rate of eight (8) percent per annum commencing and accruing from the date of 90 days after the Bill Date for the delinquent billing until such delinquent sum is paid in full to the District together with all fees and costs incurred by the District to file the lien; after the filing of the lien, the District may bring suit in foreclosure of the lien as authorized by law.