

Improve Water Association Cut-off Policy

The failure of a customer to pay for water usage charges duly imposed shall result in automatic implementation of the following penalties:

- 1. Non-payment of charges due by the 10th day of the month will be subject to a penalty of 10% (ten percent) of customer's entire account balance.**
- 2. Non-payment of account charges that are 30 days past due, will result in the customer's meter being shut-off from service.**
- 3. Following the due date of each month, a cut-off list will be printed and notices sent to members whose accounts' are delinquent. Unless prior arrangements have been made with the board of directors, all accounts on such list must be paid in full to avoid cut-off.**
- 4. Once a customer's meter has been shut off from service, a reconnection fee in accordance with the association's current schedule of rates and charges shall be added, and the customer's account balance shall be paid in full before service will be reinstated.**
- 5. Returned checks on a customer's account shall be the equivalent to non-payment of charges due and will result in the immediate penalties applied in steps 1, 2 and 4 above. In addition, the customer's account will be charged a returned check fee in accordance with the association's current schedule of rates and charges. The customer's account balance shall be paid in full before service will be reinstated.**
- 6. At a member's request, a meter can be temporarily shut-off from service and reconnected at a later date. A reconnection charge of \$25 (twenty-five dollars) will apply to this reconnection, provided the balance was paid in full prior to shut-off.**