



# **Consolidated Waterworks District Number 1**

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## **PROCEDURE FOR BILLING AND COLLECTIONS:**

DUE DATE ON BILLS IS SET 14 DAYS FROM BILLING DATE EXCLUDING HOLIDAYS IN WHICH THE DUE DATE IS SET FOR THE NEXT BUSINESS DAY.

AN ADDITIONAL TWO BUSINESS DAY GRACE PERIOD IS GIVEN TO ALL CUSTOMERS DUE TO THE POSTING DELAY INVOLVED WITH WEB AND IVR PAYMENTS.

BOARD ACTION HAS ALLOWED ADDITIONAL GRACE DAYS FOR SOCIAL SECURITY AND DISABILITY INCOME CUSTOMERS THAT RECEIVE BENEFITS ON THE 3<sup>RD</sup> OF EACH MONTH.

A 10% PENALTY ON CURRENT WATER CHARGES WILL POST TO ACCOUNTS THAT EXCEED THE NET/GRACE PERIOD. PENALTIES SET FORTH BY ANY UTILITY THAT THE DISTRICT BILLS AND COLLECTS FOR WILL ALSO POST AT THE SAME TIME AND IN THE SAME MANNER.

## **PROCEDURE FOR DELINQUENT ACCOUNTS:**

**ARREARS** BALANCES OVER \$25.00 WILL BE ISSUED A DELINQUENT NOTICE 2 CALENDER DAYS AFTER THE NEW MONTHLY BILLING. THE CUTOFF DATE IS SET FOR SAME DAY AS THE DATE AS THE MONTHLY BILLING DUE DATE.

ANY ACCOUNT THAT EXCEEDS A TWO MONTH RECEIVABLE BALANCE WILL BE SUBJECT FOR DISCONNECTION. DELINQUENT DISCONNECT TASKS ARE PUSHED IN GROUPS TO THE CSR THROUGH HIPERWEB PRIOR TO 9:00 AM DAILY WITH THE EXCEPTION OF THE DAY PRIOR TO A NON-BUSINESS DAY.

UPON DISCONNECTION, A FEE OF \$40.00 IS CHARGED TO THE ACCOUNT. IF A METER WAS PREVIOUSLY TURNED OFF FOR NON-PAYMENT AND WAS FOUND ON WITH UNAUTHORIZED USAGE, A VALVE FEE OF \$40.00 WILL BE CHARGED TO THE ACCOUNT IN ADDITION TO A DISCONNECT CHARGE. PAYMENT OF ALL FEES IN ADDITION TO THE ENTIRE ARREARS AMOUNT MUST BE RECEIVED PRIOR TO RECONNECTION.

PAYMENTS TO RESTORE SERVICE ARE ACCEPTED BY VISA, MASTERCARD, DISCOVER THROUGH THE WEB, IVR AUTO-PAY, ONE-TIME RESPONSIVE PAY AND IN OFFICE. RECONNECT PAYMENTS MADE WITH CASH ARE ONLY ACCEPTED IN OFFICE.

ALL RECONNECT PAYMENTS RECEIVED AFTER 2:00 PM MUST INCLUDE A \$30.00 AFTERHOURS FEE FOR SAME DAY RECONNECTION IN ADDITION TO THE ABOVE. NO RECONNECT PAYMENTS RECEIVED AFTER 2:00 PM ON THE DAY PRIOR TO A NON-BUSINESS DAY WILL BE RECONNECTED ON THE FOLLOWING WORKING DAY UNLESS APPROVED BY MANAGEMENT.

RECONNECT TASKS ARE PUSHED TO THE CSR THROUGH HIPERWEB IMMEDIATELY UPON RECEIPT OF PAYMENT. THE TASKS ARE DONE AS RECEIVED, CLOSED AND THEN SENT BACK TO HIPERWEB WITH A RECORDED DATE AND TIME OF COMPLETION.

AFTERHOUR PLANT OPERATORS SHOULD NOT DISPATCH RECONNECTS UNLESS DIRECTED BY A MEMBER OF MANAGEMENT.

**SPECIAL CIRCUMSTANCES:**

BUSINESS ACCOUNTS THAT ARE SUBJECT TO DELINQUENT DISCONNECTION WILL BE GIVEN UNTIL 12:00 PM ON THE CURRENT DAY ONLY TO REMIT PAYMENT. FAILURE TO DO SUCH WILL RESULT IN DISCONNECTION ON THE MORNING OF THE NEXT BUSINESS DAY.

IN THE CASE OF MULTIPLE STRUCTURES ON ONE METER SUCH AS MASTER METERS OR APARTMENTS, A NOTICE WILL BE GIVEN AND PAYMENT MUST BE RECEIVED THE SAME DAY TO AVOID DISCONNECTION.

OTHER EXTENSIONS SHOULD NOT BE GRANTED UNDER ANY CIRCUMSTANCES UNLESS APPROVED AND DOCUMENTED BY A MEMBER OF MANAGEMENT.

CUSTOMERS WITH ABNORMALLY HIGH WATER BILLS MAY BE SUBJECT TO MONTHLY ARRANGEMENTS GRANTED BY MANAGEMENT. PRIOR TO ARRANGEMENTS, AN ADJUSTMENT SHOULD BE DONE ON THE ACCOUNT AND STAFF MAY RECOMMEND A LOCATION RECHECK. ARRANGED AMOUNT SHOULD INCLUDE CURRENT/AVERAGE CHARGES IN ADDITION TO A FIXED MINIMUM AMOUNT OF \$25.00 EACH MONTH TO AVOID INTERRUPTION IN SERVICE.

FAILURE TO PAY ANY ARRANGED AMOUNT WILL RESULT IN DISCONNECTION AND RECONNECT FEES.

IN THE EVENT THAT A CSR CANNOT ACCESS THE METER BOX DUE TO AN OBSTUCTION OR A DANGEROUS SITUATION. A NOTIFICATION WILL BE GIVEN THAT THE SERVICE LINE WILL BE PINCHED IN ONE WEEK IF THE SITUATION IS NOT RECTIFIED.

IN ADDITION TO THE BALANCE DUE AND RECONNECT FEES, TIME AND MATERIALS TO PINCH AND RESTORE WILL BE CHARGED TO THE CUSTOMER AND MUST BE PAID PRIOR TO RECONNECTION.

\*\*Revision to change Delinquent Notice to Arrears only and due date the same as current date on 03/06/2017\*\*

05/01/2023

APPROVED 05/01/2023