

## WCSD RESOLUTION 03-05

### ESTABLISHING BILLING AND COLLECTION PROCEDURES FOR WATER SERVICE

**WHEREAS,** WCSD Ordinance Establishing General Water Use Regulations stipulates that billing dates, due dates, disconnection dates, service charges and procedures for collection of past due bills and termination of service shall be established by Resolution of the Board

**BE IT RESOLVED,** the Board of Directors of the Westhaven Community Services District hereby establishes the following procedures for billing and collection of payments.

#### **BILLING**

1. The billing period for regular water service shall be monthly.
2. Monthly billing shall represent the base rate for the month in which bills are due plus the commodity rate based on meter readings of the previous month.
3. Meters shall be read between the 26<sup>th</sup> and 31<sup>st</sup> of each month.
4. Bills shall be mailed before the end of each month.
5. Payment shall be due before 5:00 p.m. on the 24<sup>th</sup> day of the following month.
6. After the due date a 1.5% service charge shall be added to past due balances.

#### **COLLECTION OF PAST DUE AMOUNTS**

1. At the regular billing time, customers with a new past due balance greater than \$25.00 or a continuing past due balance greater than \$2.00 shall have notices of disconnection included with their bill.
2. The minimum amount due to avoid disconnection shall be the entire current balance plus one twelfth (8.35%) of the past due balance. If a portion of the past due balance has been carried from the previous month, then the minimum payment shall still be the entire current balance plus one twelfth (8.35%) of the initial past due balance.
3. The deadline for payment of the minimum amount due shall be 12:00 noon on the 24<sup>th</sup> day of the month or the first business day following the 24<sup>th</sup> day if the 24<sup>th</sup> falls on a weekend or legal holiday.
4. At least 48 hours (excluding weekends and legal holidays) prior to disconnection the customer shall be given notice of the pending disconnection by contact with an adult person residing at the premises to be disconnected. Contact shall be by telephone, in person or by written notice posted in a conspicuous location at the premises.
5. Every notice of disconnection of service pursuant to section 1. above shall include the following information:
  - A. The name and address of the customer whose account is delinquent
  - B. The amount of the delinquency
  - C. The date by which payment or arrangement for payment is required in order to avoid disconnection
  - D. The procedure by which a customer may initiate a complaint or request an investigation concerning services or charges, except that if the bill for service contains a description of that procedure, the notice pursuant to subdivision 1. is not required to contain that information
  - E. The procedure by which the customer may request amortization of the unpaid charges
  - F. The procedure by which a customer may obtain information on the availability of financial assistance, including private, local, state or federal sources, if applicable
  - G. The telephone number of a representative of the district who can provide additional information or institute arrangements for payment
6. Every notice of disconnection pursuant to section 4. above shall include the information in paragraphs A., B., C., F. and G.

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7. If payment of the minimum amount due specified in the notice of disconnection is not made by the time specified in the notice of disconnection, the service shall be locked off and re-connected only after payment of the minimum amount due plus the reconnection charge set by Resolution of the Board.
8. A customer wishing to pay the minimum amount due at the time that a district employee is in the process of disconnecting the service must also pay the reconnection charge to avoid disconnection.
9. No disconnection of service shall be effected without compliance with the above conditions, and any service wrongfully disconnected shall be restored without charge for the restoration of service. This restoration of service shall be the limit of the District's liability for wrongful disconnection.
10. No service shall, by reason of delinquency in payment, be disconnected on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the district are not open to the public.

**ABANDONMENT OF WATER SERVICE ENTITLEMENT**

If the minimum amount due on the account plus the reconnection charge has not been paid in full at the end of seven (7) calendar days from the date a service has been disconnected for non-payment, a certified letter will be sent to the customer of record and/or property owner of record stating that if after another thirty (30) calendar days the bill and applicable charges have not been paid the water service entitlement will be declared abandoned, at which time a second certified letter will be sent informing the customer of record and/or property owner of the abandonment. When a water service entitlement has been declared abandoned, the parcel to which the abandoned entitlement was attached shall be considered for new service within Section 403 of Ordinance 97-3 or its equivalent section in subsequent revisions.

PASSED, APPROVED, and ADOPTED this nineteenth day of March 2003 by the following roll call vote:

AYES: Blake, Bryant, Cline, Oliphant and Schulz

NOES: None

ABSTAIN: None

ABSENT: None

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Alfred (Skip) Oliphant, President  
Westhaven Community Services District

ATTEST:

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Annette C. Leshner, Secretary  
Westhaven Community Services District