



Policy Number:	7000
Policy Title:	Billing and Collection Fees

1. Returned Check Fee

1.1. Checks that are returned by the bank as unpaid will be returned to the issuer. Replacement funds will be required along with a returned check fee. Late fees and penalties will be assessed to the customer's account, if applicable.

1.1.1. Where an account has two (2) or more returned checks, payment for District services and/or fees will be required in the form of cash, certified check or money order.

1.1.1.1. The customer may request to make payment with a check after demonstrating one (1) year of timely payments on the account.

1.1.2. The District may waive the returned check fee for the following circumstances:

1.1.2.1. Where a customer can demonstrate a check returned by the bank as unpaid is due to fraud. Customer must supply a statement from the bank with letterhead.

1.1.2.2. Where a customer can demonstrate a check returned by the bank as unpaid is due to bank error. Customer must supply a statement from the bank with letterhead.

1.2. The returned check fee is due and payable immediately.

1.3. The returned check fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.

1.3.1. Subsequent returned checks will be assessed a different fee amount.

1.4. Returned check fees collected will be posted as miscellaneous income.

2. Late Penalty Fee

2.1. When a bill for water service has become past due, the District will not charge a late penalty fee until after first allowing a seven (7) day grace period for the delinquent account to be paid current, commencing no earlier than nineteen (19) days from the date of mailing the District bill for services.

2.2. If after the seven (7) day grace period (at 4:30pm on the seventh day) the delinquent account is not paid current, a late penalty fee will be assessed to the customer account.

2.3. The late penalty fee is due and payable immediately.

2.4. The District may waive this fee at the request of the person in billing for the account.

- 2.4.1. The late penalty fee can only be waived one (1) time per account in any three (3) year period.
- 2.5. The late penalty fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
- 2.6. Late penalty fees collected will be posted as other income.
- 3. Service Fees
 - 3.1. Final Notice Service Fee
 - 3.1.1. Where an account has become delinquent, and per District policy, it is necessary for the District to make an attempt to contact the customer to whom the service is provided to inform the customer of the impending discontinuance of service, a final notice service fee will be assessed to the delinquent account at the end of the business day prior to the scheduled delivery date of the final notice.
 - 3.1.1.1. The final notice service fee is used to recover costs associated with processing a delinquent account and dispatching District personnel to deliver the notice. It will be assessed to the delinquent account at the cut off date/time as set forth in section 3.1.1 if full payment is not received by the cut off date/time regardless of whether contact is made with the customer.
 - 3.1.2. The final notice service fee is due and payable immediately.
 - 3.1.3. The final notice service fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
 - 3.1.4. Final notice service fees collected will be posted as other income.
 - 3.2. Disconnect Service Fee
 - 3.2.1. Where an account has become delinquent, and per District policy, the District has given written notice of the delinquency and impending discontinuance of service, and has made a reasonable attempt to contact the customer to whom the service is provided, a disconnect service fee will be assessed to the delinquent account at the end of the business day prior to the scheduled disconnect date.
 - 3.2.1.1. The disconnect service fee is used to recover costs associated with processing a delinquent account and dispatching District personnel to terminate water service. It will be assessed to the delinquent account at the cut off date/time as set forth in section 3.2.1 if full payment is not received by the cut off date/time and regardless of whether the actual service is disconnected.
 - 3.2.2. When service has been discontinued for violation of District policy or for nonpayment of bills, the District will charge a disconnect service fee to the customer account.
 - 3.2.3. When service has been discontinued at the request of the owner, for the purposes of removing said owner from billing and causing the account to become inactive, the District will charge a disconnect service fee to the customer account.
 - 3.2.4. The disconnect service fee is due and payable immediately.

- 3.2.5. The disconnect service fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
 - 3.2.6. Disconnect service fees collected will be posted as other income.
- 4. Lien Processing Fee
 - 4.1. When the District is recording a lien upon the real property served for delinquent charges and penalty fees thereon, a lien processing fee will be assessed to the delinquent account and will be included in the amount recorded on the lien.
 - 4.2. The lien processing fee is due and payable immediately.
 - 4.3. The lien processing fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
 - 4.4. Lien processing fees collected will be posted as other income.
- 5. Meter Re-Read Fee
 - 5.1. Where a customer has made a written request to have a meter re-read for the purpose of verifying billing accuracy, a meter re-read fee will be assessed to the account if the meter reading on the bill is confirmed as being accurate.
 - 5.1.1. Each customer account may receive one District meter re-read per calendar year with no meter re-read fee assessed.
 - 5.2. The meter re-read fee is due and payable immediately.
 - 5.3. The meter re-read fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
 - 5.4. Meter re-read fees collected will be posted as other income.
- 6. Meter Test Fee
 - 6.1. Where a customer has made a written request to have a meter tested, a meter test fee will be assessed to the customer's account if the meter test results reveal that the meter does not exceed the allowable AWWA standard of 101.5% accuracy rate.
 - 6.1.1. The District may waive this fee if the customer schedules a Landscape/Irrigation Review with the District to be performed on the subject property prior to the next scheduled meter reading for this meter.
 - 6.1.2. The meter test fee can only be waived one (1) time per calendar year.
 - 6.2. The meter test fee is due and payable immediately.
 - 6.3. The meter test fee amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
 - 6.4. Meter test fees collected will be posted as other income.