

TALATHA RURAL COMMUNITY WATER DISTRICT

DELINQUENT BILL / SHUT-OFF POLICY

Date: October 1, 2021

Number: 0002

Rev. 4

Payment of a bill is due by the 25th of the billing month. If a bill is not paid by the 25th, a 10% penalty will be added to that bill. If the bill remains unpaid by the close of the workday on the 27th day of the month, a delinquent fee will be added to the bill. (If the 27th falls on a weekend or holiday, then the next working day shall constitute the final workday). **NO PARTIAL PAYMENT MAY BE MADE ON A DELINQUENT BILL UNLESS THE BOARD OF COMMISSIONERS VOTES TO ACCEPT IT.**

A water user may request a hardship ruling from the commissioners by either attending the monthly meeting held at the TRC water office on the third Tuesday of each month, or by submitting the request in writing to the water office on or before the 1st of the month. Water users must pay at least their previous balance and delinquent fees in order for their water service to remain on. **IF A USER ALLOWS THEIR BILL TO GO DELINQUENT MORE THAN ONCE IN A CALENDAR YEAR, THEN THEY MUST PAY THEIR BILL IN FULL EACH BILLING MONTH FOR THE REMAINDER OF THE CALENDAR YEAR.**

Any delinquent bill not paid before the close of business on the 27th day of the month shall be considered in default. The 28th of the month is **SHUT-OFF DAY** of accounts in default. (If the 28th of the month falls on a holiday, weekend or Friday, then the next working day will be **SHUT-OFF DAY**.) Once maintenance personnel leave the office to conduct shut-offs, a shut-off fee will be assessed and all fees will be collected in order for service to be restored. Delinquent bills must be paid in the water office during working hours. When the bill is paid the meter will be turned back on after 3 pm. **WATER SERVICE WILL NOT BE RESTORED AFTER HOURS.** See policy number 0004 – “Water Turn-On Policy if Shut Off Due to Non-Payment”.

Any meter found tampered with after the water service has been turned off (i.e., turned back on by water user) shall be locked out or removed and said meter will not be turned back on without a hearing by the Water Commissioners. At the minimum a penalty and new deposit will be assessed to the meter account. A tag notifying the meter user will be placed in the meter box at the time the meter is shut off.

Any threats or acts of violence directed toward employees of Talatha Rural Community Water District will be taken seriously and legal action will be taken.

All questions and complaints should be directed to the Board of Commissioners. Appeals will be heard at the regular monthly meeting. Members wishing to address the Board of Commissioners need to call the water office and request to be added to the meeting agenda.

Approved by TRC Water Commissioners

Date: 10/01/2021