

Delinquent Account Policy

The Company will discontinue service to a service address whose account is delinquent after reasonable notice without incurring any liability therefore. An account will be considered delinquent at any time charges remain unpaid beyond the Due Date on the face of the Water Bill or Statement. Once an account becomes delinquent, partial payments will not be accepted, and the entire amount must be paid in full to avoid discontinuance of service.

Any property owned by a Stockholder/Owner and served by the Company whose account was in the name of a tenant prior to **February 1, 2014**, will no longer be allowed this status effective with all billings on and after **April 1, 2014** ("the effective date"). At that time, the account will automatically be changed back into the name of the Stockholder/Owner and all subsequent water bills will be and shall remain the responsibility of the Stockholder/Owner pursuant to the Company By-Laws

To minimize delinquent accounts and reduce the financial burden of delinquencies upon the Company, accounts not paid before the scheduled turn off date will incur a **\$25.00** service charge to cover the cost of the special service required. Repeat delinquencies will be subject to incremental increases in service charges as follows:

- First Delinquency **\$25.00**
- Second Delinquency **\$50.00**
- Third Delinquency **\$100.00**
- After the third delinquency, each delinquency will incur a service charge of **\$100.00**, and only cash or certified funds will be accepted.

The service charge and entire bill must be paid in full before service is restored. Payments received between 7:00 a.m. and 4:00 p.m. Monday through Friday (except Holidays) will result in restoration of service the same day. Payments received after 4:00 p.m. Monday through Friday (except Holidays) will result in restoration of service the next working day. Service terminated for non-payment will not be restored outside normal business hours.

Settlement of an account with a check or electronic payment that does not clear the bank will result in a **\$20.00** returned check charge. A returned check or electronic payment on a delinquent account will result in immediate discontinuance of service. The amount of the returned check, the **\$20.00** returned check charge and any service charge must be paid in cash or certified funds before service is restored.

Revised December 4, 2017