

HATCH VALLEY DOMESTIC WATER IMPROVEMENT DISTRICT

BILLING AND PAYMENT POLICY

Meters are read between the 27th of the month, if not sooner, and the 2nd of the next month.

Bills are mailed between the 1st and 5th of the month.

Payment in full is due upon receipt of the bill. The bill will be delinquent on the 25th of the month. **A \$10.00 late fee will be assessed on the 26th on balances greater than \$15.00** if payment is not received by the water company via post office box by the 25th of the month, **regardless of the date written on the check.** If payment is still not received by the 1st of the next month, a termination notice will be sent, giving the customer 10 days to pay the bill, **plus the late fee**, or contact the water company in writing. If on that date payment has not been received and the customer has made no contact, service will be disconnected without further notice.

If disconnected, all arrearages plus penalties and a \$40 reconnection fee must be paid in full before the water service is reconnected, provided the account is not past due by six or more months.

New Payment Option:

Hatch Valley DWID will now be offering customers the option of having an average monthly bill based on yearly usage rates. Automatic payments would need to be set up through the customer's financial institution and would need to be received by the due date. Unusual or extreme circumstances may result in a higher than average bill and the balance would be due by the due date. Accounts will be reviewed yearly in October and any credits will be applied then. Please call Brandi Allen at 928-377-2057 or email hatchvalleydwid@yahoo.com for further information.

Policy revised on 11/11/2014
Effective 11/11/2014