

## POLICY NO. 428

### BILLING REQUIREMENTS, PENALTY CHARGES AND MISCELLANEOUS FEES.

#### I. OBJECTIVE

In order to promote timely payment of accounts this policy sets forth guiding principles pertaining to the billing and payment of accounts, and establishes penalties and charges levied against delinquent, insufficient, or fraudulent payments.

#### II. PROVISIONS

1. Every account shall be billed according to the specific rate and frequency set forth in each rate class and determined by contract with the individual responsible for the payment of the account.
2. Each bill will clearly state the name, address, & account number that the bill applies to, the rate schedule the bill is calculated by, the time period that the bill pertains to, the amount due for that period, the date the bill will be delinquent upon, the amount that will be owed if delinquent, and the address where payments can be submitted to.
3. Bills for all services shall be due upon receipt and delinquent upon the date noted on the bill. Delinquent accounts will be charged a Late Fee of \$10.00 per occurrence for any amount greater than \$30.00, plus 1.33% per month or 15.96% per annum on the unpaid amount until the bill is paid in full.
4. Delinquent accounts are subject to disconnection and will be notified per state statute. Once processed for disconnection the district may disconnect the service by any means district personnel determine to be the most practicable and cost effective. District personnel are not required to make contact with the customer before disconnecting the service.
5. Once a service has been disconnected for nonpayment and the customer has made payment in full or otherwise made arrangements and requests the service to be reconnected a \$60.00 reconnection fee will be added to the account and payable before the service is reconnected. If after 24 hours the service remains disconnected and the customer requests that the service be reconnected outside of normal business hours, the reconnection fee will be \$100.
6. If at any time company personnel have been dispatched to collect a delinquent account or have processed the account for outside collection or have made any other extraordinary effort to collect the past due amount, a

collection fee of \$40.00 will be added to the account over and above any other penalties or fees.

7. In the event a nonsufficient fund payment is received on any account, a fee of \$20.00 will be added to the account.

This policy supersedes and cancels all "Minimum Bills, Penalty Charges and Collection policies prior to this date.

### III. RESPONSIBILITY

The General Manager and Department heads shall be responsible for the administration of this policy.

#### APPROVED BY THE BOARD OF DIRECTORS

EFFECTIVE DATE: 6/9/1986

DATE APPROVED: 6/9/1986

REVIEWED: 10/9/2000

REVIEWED: 11/8/2002

UPDATED: 9/7/2012

ATTEST: \_\_\_\_\_

