

BILLING, DELIQUENCY, AND DISCONNECT POLICY

Section 1. Periodic Billing

- a) Bills for the delivery of water and/or sewer and garbage and water and/or sewer and garbage services, including all applicable sales and use taxes, shall be sent to customers on the schedule outlined below. All bills for water and/or sewer and garbage service shall be due and payable at the Waterworks office on or before the due date set forth therein, which shall be 13 days from the date the billing statement was issued by the Waterworks office. There are four billing cycles. The following billing schedule shall be used:

- Billing cycle 1 – mailed the first Thursday of every month
- Billing cycle 2 – mailed the second Thursday of every month
- Billing cycle 3 – mailed the third Thursday of every month
- Billing cycle 4 – mailed the fourth Thursday of every month.

- b) A credit card convenience fee may be charged per transaction for each credit or debit card payment on a customer's account. This is for online payments only. In-office payments are cash or check only.

Section 2. Delinquent Accounts

- a) A late fee that is equivalent to ten percent (10%) of the amount of a delinquent bill shall be assessed against any account that is delinquent by one or more days from the date due.
- b) All water and/or sewer service or garbage charges are due and payable under the terms and conditions provided for payment of water and/or sewer or garbage accounts as contained in these Rules and Regulations and the Water Service Agreement each customer agreed to when signing up for service.
- c) Water and/or sewer or garbage service may be discontinued in accordance with these Rules and Regulations if the member's water and/or sewer or garbage service account becomes delinquent. If more than one utility service is billed to a property or premises as a combined service account, all of the services may be discontinued if the account becomes delinquent.
- d) Water and/or sewer or garbage service to delinquent customers shall be discontinued in accordance with the following:
- 1) On the following Thursday, after the 13th day after the original billing date, CCWW will send a written termination notice, by ordinary mail, to the account holder in whose name the delinquent rates or charges were incurred, informing the account holder of the nature of the delinquency and affording the account holder the opportunity for a hearing prior to discontinuance of service. If the account holder is a tenant, and if the owner or landlord of the property or premises has made a written request for notice, the notice shall also be given to the owner or landlord.
 - 2) If a hearing is not requested by 4:00 P.M. of the last business day preceding the shut off, termination of service will be on or after the 26th day after the original billing date.
 - 3) If a hearing is requested by 4:00 P.M. of the last business day preceding the shut off, CCWW's management staff shall conduct an informal hearing and shall make a determination as to whether, in management staff's sole discretion, the disconnection is justified. The customer has the right to appeal the management staff's decision to the Board of Trustees, and if the Board finds that disconnection is justified, then such disconnection shall be made, unless payment has been received.
- e) An applicant that is delinquent in payment of a CCWW's water or sewer bill for existing water or sewer services may be refused new or additional services until such time as the delinquency and all penalties and other fees related to such delinquency have been paid in full.

Section 3. Disconnection and Other Penalties

- a) In the event service is terminated for failure to pay an outstanding account balance within the allowed time period, reconnection to the system may only be made upon payment of the outstanding delinquency plus all fees that have accrued plus a non-payment fee and possible deposit.
- b) Reconnection to the water or sewer system shall only be done Monday through Friday between the hours of 8:00 A.M. and 4:00 P.M.
- c) The current amount charged for a late fee and non-payment fee is available at the Waterworks office.
- d) A surcharge may be added to the account of any customer whose check, draft, or credit card is returned by reason of a closed account, insufficient funds, or other reason that is not the fault of the Waterworks. Alternatively, pursuant to the Iowa Code, the Waterworks may, at its option, seek a civil remedy for dishonor of up to three times the face value of the dishonored check, draft, or order. Pursuant to Waterworks policy, customers will be given 24 hours-notice to rectify the situation before disconnection of service. This notice may be a phone call, door tag, or written notice.
- e) Pursuant to the Iowa Code, a customer's failure to pay water or sewer service charges when due may result in the assessment of a lien against the property to which water or sewer services were provided. Alternatively, the Waterworks may take such other legal action it deems necessary and appropriate under the circumstances to recover sums owed for water or sewer services provided by the Waterworks. In the event legal action is taken, the customer shall be responsible for the payment of all costs incurred as a result of such action, including but not limited to court costs and reasonable attorney fees incurred by the Waterworks.

Current Fees

Non-Payment Fee - \$50 added to customers account at the time of dispatch for disconnection.

Deposit – If water service is disconnected due to non-payment, the consumer will be required to bring the deposit amount up to the current basic amount plus an addition \$50 deposit before service is returned. The current base amount is \$120.