

Sunrise Water Authority

Policy 8-02

LATE PAYMENT AND TURN-OFF POLICY

The late payment and turn-off policy has been adopted to encourage customers to pay their bills on time and to cover the costs associated with the notification of past due bills and the turn off procedures. The process follows the procedures described below and the related fees are per Schedule A which is attached.

- 1) Before the first of the month the Customer receives a bill with a due date of the 20th, and the billing statement will have a printed statement, which notifies the customers of Sunrises complete late payment and turn-off process including associated fees incurred.
- 2) If the bill is not paid by the end of the business day on the 20th, and after a 5 day grace period, a late fee is applied and a past due reminder is mailed to the customer.
- 3) If the bill is still not paid by the due date on the past due reminder, a late fee is applied and a second past due reminder with notification of turn-off day and time is sent to the customer by mail.
- 4) If the bill is still not paid by the established due date (approximately 5 more business days) as indicated on the second notice, service is turned off and a call-out fee is applied to the account. A door hanger is used as the final notice that water has been shut-off.
- 5) Accounts must be paid in full prior to service being reconnected. A service charge will apply to services being reconnected after regular business hours. Only exact cash or money orders accepted after hours. On-call field staff do not carry change. No charge applies to accounts being turned on during regular business hours.
- 6) If a customer tampers with the meter, a Tampering Fee will be charged to the account or the cost of the associated repair (including labor and materials), whichever is greater.
- 7) If a customer tampers with a meter more than two times for a single turn off, the service to the water meter will be turned off at the curb stop, which is attached to the water main. The cost of the work (including labor and materials) will be charged to the owner of the property.

Adopted: May 2, 2002
Amended: June 22, 2011

Schedule A

Late fee – past due reminder	\$5.00
Late fee – 2 nd past due reminder	\$10.00
Call out fee – turn off	\$40.00
After hours turn on fee	\$200.00
Meter tampering fee	\$300.00