

SECTION 8 – TIME AND MANNER OF PAYMENT

8.1 Bills Due When Presented

Meters will be read or estimated monthly, and a bill will be issued to the customer for each connection to facilities for usage, and related fees and charges. All bills shall be due and payable upon receipt. Failure to receive a bill does not relieve a customer of liability for payment. When current bills are not paid by the due date as shown on the bill, they are subject to the assessment of late charges, and will be considered delinquent. Service may then be discontinued if not paid by the disconnection date as identified in the succeeding bill statement. The BBWD may, with notice and at its sole and exclusive discretion, make arrangements to extend this payment deadline, allow the customer to pay the unpaid balance amount in installments, or record a lien against the property. Failure to remit valid payment in compliance with arrangements made may result in service discontinuance without notice.

8.2 Failure to Receive a Bill

Failure to receive a bill does not relieve a customer of liability.

8.3 Proration of Service Charges – Minimum Bill

If any opening or closing bill is for a period shorter than the regular billing period, the service charge and monthly flat rate charges for private fire and combined service shall be reduced in the same proportion as the actual period of use is reduced from the regular billing period.

8.4 Commercial Subdivisions

In the event a commercial subdivision does not have individual meters to each parcel, the BBWD is not responsible for dividing water use amongst the commercial subdivision occupants. If there is a need for individual meters to each property, it is the owner/Applicant responsibility to obtain approval for installation of additional water facilities and pay all fees in accordance with these Service Rules.

8.5 Estimated Bills

If a meter cannot be read because of obstructions or other causes, an estimate shall be made of the quantity of water used and a bill rendered for the estimated quantity. The next succeeding bill which is based upon actual meter reading will reflect the difference between prior estimates and actual consumption. If a meter is found to be non-operable, consumption shall be estimated and billed.

8.6 Basis for Billing

All services shall be billed in accordance with the adopted rate schedule. This rate shall apply to all lots commencing at the time the service is installed and shall apply for each month of the year. Except as provided in Section 7, customers are responsible for payment for all water recorded as having passed through a meter regardless of whether such water was put to beneficial uses.

8.7 Collection Stations

For the convenience of its customers, the BBWD may designate and authorize others to serve as agents for the collection of water bills. Bills may be paid at the office of the Big Bend Water District located at 1520 Thomas Edison Drive, Laughlin, Nevada, 89029, or at a location established for such purpose within the BBWD.

8.8 Payments Not Honored By Financial Institutions

Remittance(s) presented in payment of bills that are not honored and are returned by any financial institution shall be treated as though no payment had been made and service may be discontinued without notice.

Accounts with the BBWD that are paid by checks or electronic presentment, which are not honored by any financial institution, shall be charged a “returned payment fee” in addition to any other applicable fees and charges. Redemption of returned payments, as well as any additional fees and/or charges assessed, may be required to be by cash or equivalent at the discretion of the BBWD.

Remittance for amounts due on accounts with the BBWD that have recorded three (3) payments not honored and returned by any financial institution within a twelve (12) month period shall be required to be by cash or equivalent, at the discretion of the BBWD, for six (6) consecutive months.

Customers who submit a payment not honored by any financial institution for payment for a water account in a shut-off status must pay the total amount and charges due plus any assessed security deposits, related delinquent processing or restoration fees in cash.

8.9 Multiple Water Bills

For the purpose of computing charges, each parcel of property will be considered separately, and readings of multiple meters may be combined where a battery of meters has been installed in lieu of one meter for the BBWD's convenience. In such cases, charges will be computed as if the water used had been measured through a single meter.

8.10 Billing Errors

Correction of billing errors shall be made on a future bill, but in no case will the BBWD make corrections retroactively for a period of more than 36 months.

8.11 Billing Adjustments

The BBWD, at its discretion and for purposes of account dispute resolution, may offer a customer an adjustment only after a thorough investigation conducted by the District has concluded no reasonable or viable explanation for the contested usage or situation. The basis for, calculation and/or application of said adjustment will also be at the BBWD's discretion.