

## **SECTION 9 - TIME AND MANNER OF PAYMENT**

### **9.1 Bills Due When Presented**

Meters will be read or estimated monthly. The District will, as soon after the meter reading date as practical, issue a bill to the customer for each connection to District 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. Customers are responsible for payment of all water recorded as having passed through the meter, regardless of whether such water was put to beneficial use. When current bills are not paid within twenty-four (24) days from the billing 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 District may, at its sole and exclusive discretion, make arrangements to extend this payment deadline or allow the customer to pay the unpaid balance amount in installments. Failure to remit valid payment in compliance with arrangements made may result in service discontinuance without notice.

### **9.2 Commercial Subdivisions**

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

### **9.3 Estimated Bills**

- a. 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 District reserves the right to estimate any meter readings periodically. The next succeeding bill that is based upon actual meter readings will reflect the difference between prior estimates and actual consumption.
- b. If a meter reading is obtained which indicates a meter malfunction, an estimate shall be made of the quantity of water used and a bill rendered for the estimated quantity.
- c. Estimates shall be based first on account history and/or comparable services within the area. If there is no comparable service within the area, then estimates shall be based on comparable service within the District.

**9.4 Collection Stations**

For the convenience of its customers, the District may designate and authorize others to serve as agents for the collection of bills. However, at the discretion of the District, delinquent bills may require payment at the District offices.

**9.5 Payments Not Honored by Financial Institutions**

Remittance(s) presented in payment of bills which 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 District that are paid by checks or electronic presentment which are not honored by any financial institution shall be charged a \$15 "returned 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 District.

Remittance for amounts due on accounts with the District which 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 District, for six (6) consecutive months.

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

**9.6 Billing Errors**

Correction of billing errors shall be made on the next regular bill, but in no case will the District make corrections retroactively for a period of more than thirty-six (36) months.

**9.7 Billing Adjustments**

The District, at its discretion and for purposes of account dispute resolution, offers to a customer a one time partial consumption adjustment for unexplained non-beneficial usage. This adjustment will be based on recorded average daily usage for historically comparable usage periods and will be applied only when a thorough investigation conducted by the District has concluded no reasonable or viable explanation for the usage.