

## CHAPTER 8 – TIME AND MANNER OF PAYMENT

### 8.1 Bills Due When Presented.

Meters will be read or estimated monthly. The District will 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 by the due date on the bill, they are subject to the assessment of late charges or other fees, and will be considered delinquent. Delinquent accounts are subject to disconnection. 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.

### 8.2 Proration of Service Charges.

All service charges shall be calculated on a daily basis.

### 8.3 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, any sub-meter must be located on the parcel it serves or within the boundaries of a one lot commercial subdivision. It is the responsibility of the customer or property owner to obtain approval for installation of additional water facilities and pay all charges, fees, or deposits in accordance with the Service Rules.

### 8.4 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 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.

### 8.5 Collection Stations.

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

#### 8.6 Payments Not Honored by Financial Institutions.

Remittances presented in payment of a bill 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.

#### 8.7 Accounts with the District 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 or charges assessed, may be required to be by cash or equivalent at the discretion of the District. (See Appendix I A.7.)

#### 8.8 Billing Errors.

Correction of billing errors shall appear on subsequent bill statements. The District will make retroactive bill corrections for a period of no more than 18 months.

#### 8.9 Billing Adjustments.

The District, at its discretion and for purposes of account dispute resolution, may offer an adjustment for unexplained, non-beneficial usage. This adjustment will be based on recorded average daily usage for historical comparable usage periods and shall be applied only when an investigation conducted by the District has concluded there is no reasonable or viable explanation for the usage. The District, at its discretion and for purposes of conservation, may offer a one-time partial consumption adjustment for usage related to an on-site leak or malfunction that has been repaired.