

SYLAMORE VALLEY WATER ASSOCIATION DELINQUENT SERVICE DISCONNECTION POLICY

OUR BILLING CYCLE IS FROM THE 15TH-15TH MONTHLY. WE DO NOT PRORATE BILLS.

BILLS ARE MAILED THE LAST WORKING DAY OF EACH MONTH AND DUE UPON RECEIPT. BILLS NOT PAID BY THE 10TH DAY OF EACH MONTH ARE CONSIDERED PAST DUE AND WILL BE ASSESSED A PENALTY EQUAL TO 10% OF THE PAST DUE BALANCE. IF YOU HAVE NOT RECEIVED YOUR BILL BY THE 10TH PLEASE CALL OUR OFFICE AND INQUIRE ABOUT YOUR ACCOUNT BALANCE TO AVOID PAYING A PENALTY. IF THE 10TH DAY OF THE MONTH FALLS ON A WEEKEND OR HOLIDAY CUSTOMERS WILL HAVE THE FOLLOWING BUSINESS DAY TO PAY WITHOUT PENALTY.

DISCONNECT NOTICES ARE MAILED BY THE 15TH DAY OF EACH MONTH FOR ANY DELINQUENT ACCOUNT. CUSTOMERS HAVE UNTIL THE 24TH DAY OF EACH MONTH TO PAY THEIR BILL IN FULL. THE 25TH DAY OF EACH MONTH WILL BE THE SERVICE DISCONNECTION DATE. IF THE 25TH DAY OF THE MONTH FALLS ON A WEEKEND OR HOLIDAY THE SERVICE DISCONNECTION DATE WILL BE THE FOLLOWING BUSINESS DAY.

DELINQUENT FEES WILL BE ADDED TO DELINQUENT CUSTOMER ACCOUNTS AT THE TIME THE DISCONNECT LIST IS PRINTED. THE DISCONNECT LIST IS PRINTED 8:00 A.M. ON THE 25TH DAY OF EACH MONTH. IF THE 25TH DAY FALLS ON A WEEKEND OR A HOLIDAY THE LIST WILL BE PRINTED 8:00 A.M. THE FOLLOWING BUSINESS DAY. EVERY ACCOUNT ON THE DISCONNECT LIST WILL BE ASSESSED THE DELINQUENT FEE. DELINQUENT FEES ARE \$30.00. THIS AMOUNT IS SUBJECT TO CHANGE.

ON DISCONNECTION DAYS A CUSTOMER'S ENTIRE ACCOUNT BALANCE IN ADDITION TO THE DELINQUENT FEE MUST BE PAID IN FULL TO ENSURE SERVICE IS NOT DISCONNECTED.

IF SERVICE IS DISCONNECTED DUE TO NON-PAYMENT THE MOUNTAIN VIEW WATER DEPARTMENT RESERVES THE RIGHT TO ALLOW UP TO TWO BUSINESS DAYS FOR RECONNECTION AFTER THE ACCOUNT BALANCE AND DELINQUENT FEE HAVE BEEN PAID.

PAYMENT ARRANGEMENTS MAY BE AVAILABLE AND MUST BE PROCESSED THROUGH OUR OFFICE BEFORE THE DISCONNECTION DATE. NO PAYMENT ARRANGEMENTS WILL BE PROCESSED ON THE DISCONNECTION DATE.

WATER METERS AND/OR LOCKING MECHANISMS ARE PROPERTY OF MOUNTAIN VIEW WATER DEPARTMENT. A FEE OF \$100.00 WILL BE CHARGED FOR METER TAMPERING.

EFFECTIVE OCTOBER 1, 2023