

Approved at February 12, 2013 Board Meeting

Billing, Payment and Collections Schedule

- Meter Reading Date is from 30th of prior month to 6th of current month.
- Billings are prepared and mailed out 2nd to 8th of the month.
- The Customer receives the monthly billings the 4th to 10th of the month.
- Payments are Due Upon Receipt. CORE shows Due Date as the 20th.
- Auto Pay from customer bank account is the 20th of the month,
- Payment is Late if not received by the 25th the Late Date.
- Late Notices are sent out on the 26th of the month.
- Payment is Delinquent if not received by the 10th of the following month, the Delinquent Date.
- Accounts that have Delinquent amounts are charged for interest and late fees, the “Late Charge” on the 11th of the month and shown on the following month billing.
- First Notice of Shut Off sent out 30 days after Delinquent Date if payment has not been made.
- Second Notice of Shut Off sent out 30 days after First Notice of Shut off or 60 Days after the Delinquent Date if payment has not been made.
- Water is Shut Off 30 days after Second Notice of Shut Off or 90 days after the Delinquent Date.
- Liens filed on the 11st of the month for accounts 60 days after the Delinquent Date
- As of June 30th each year, accounts that have outstanding liens filed and delinquent amounts owed will be put on the tax rolls for collection.