

Sweetwater Springs Water District Delinquency Process

The **due date** is shown on your bill. Payments must be received (not mailed) by that date. We hope you will make every effort to pay on time.

If you need to make special arrangements (an “Agreement”) to pay your bill late, please call us. We understand that you may have been hit with economic challenges due to the Coronavirus (COVID-19). You are still responsible for paying your water bill, but the District is temporarily offering customers an Agreement to pay their bill on extended terms, up to a year, to delay the accrual of delinquency fees. However, we do need to hear from you, so please call us.

If you feel your bill contains an error, you may request an investigation regarding the amount of your bill by filing a written protest with the General Manager within five (5) business days of the date of this bill. Any protest must be accompanied by payment of the base rate charge in order to avoid any delinquency fees being assessed to your account.

If you pay late,

1. **Notice of Delinquency.** Shortly after the due date, you will be mailed a **Notice of Delinquency** and your account will be assessed a late fee of \$5 or 5% of the bill, whichever is greater
2. **Delinquency Notice.** A **Delinquency Notice** will be posted at the account situs approximately 45 days after the bill is mailed, and your account will be assessed a \$25 posting fee.

If this is the second bill in a row that you have had a Delinquency Notice posted, you will also be required to pay a \$150.00 deposit to the District. This deposit may only be credited to your water bill charges after one year in good standing, or in the event you discontinue service with the District.

3. **2nd Delinquency Notice.** A **2nd Delinquency Notice** will be posted at the account situs approximately 65 days after the bill is mailed. You will be required to pay a \$150 deposit to the District if you do not already have one on file.