

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 before the due date to avoid delinquency fees being assessed to your account. Under no circumstances will Agreements be made after a Turn-Off Notice has been posted.

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. **Turn-Off Notice.** A **Turn Off Notice** will be posted at the account situs approximately 40 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 Turn-Off 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. **Service Disconnected.** You **will be turned off for non-payment** approximately 65 days after the bill is mailed.* A \$50 reconnect fee will be added to your bill if you wish to reconnect.

*(*The exact dates will be noted in the Notice of Delinquency:)*