

## 1.2.12 Delinquent Shut-Offs (BP)

January 9, 2008

rev 12/11/19

### **POLICY**

Shut-off notices will be generated monthly and mailed to shareholders (property owners) whose accounts have 60-day+ past due balances greater than \$10.00. Notices will also be mailed to tenants if the owner has submitted a Billing Option form. Notices addressed to "Occupant" will be mailed to the service address if the mailing address in AMWC's records is not the service address.

A one-time courtesy telephone call will be made to any shareholder who is receiving a Shut-off notice for the first time. If the shareholder cannot be contacted by telephone, a door hanger will be posted in a conspicuous location at the service address a minimum of 24 hours prior to the Shut-off date/time.

If a Shut-off notice is returned and the resident cannot be contacted by phone, a door hanger and a copy of the Shut-off notice and this policy will be left at the residence. In this case, the water service will not be shut off if payment is received by the date noted on the door hanger, which will be seven days from the date the door hanger is left at the residence.

Payment of the 60-day+ past due amount will be required to avoid water service being shut off. Since shareholders are ultimately responsible for payment of the water charges, promises to extend the payment date by 10 days beyond the Shut-off date will be accepted from shareholders only. No payment extensions will be accepted after the deadline date/time noted on the Shut-off notice.

Promises to extend the payment date of the 60-day+ past due amount by 30 days beyond the Shut-off date will be accepted if a charitable organization (i.e., Salvation Army, ECHO, Loaves & Fishes, or a church) contacts AMWC and pledges to pay the past due amount on behalf of the shareholder or tenant.

If the required payment is not received by the deadline noted on the Shut-off notice, the meter will be locked off at the angle stop and a card will be placed in the meter box to advise the resident that the water was shut off due to non-payment. The card will note that an additional fee will be charged if the owner, resident, or anyone associated with them, attempts to turn the water on.

After water service is shut off for non-payment, the amount required to restore service will be the 60-day+ past due balance, plus any Shut-off and after-hours turn-on fees. A fee equal to the after-hours turn-on fee will be assessed if water service is turned on by anyone other than AMWC personnel.