

## TERMINATION OF SERVICE DUE TO NON-PAYMENT OF SERVICE CHARGES

The Lacey MUA is instituting a new policy to shut off public water when a customer's account is past due. Below are the new procedures which will be implemented by July 2013.

### Termination of Service Due to Non-Payment

Any account which has a past due balance of \$100.00 or more is subject to termination of service due to non-payment.

Payment for services is due the 15<sup>th</sup> of the month it is billed. If payment is not received by the close of business on the last day of the month, penalties will be posted the next business day. If payment is not received by the 10<sup>th</sup> day of the month following the billing month, a Shut-Off Notice is generated. The customer then has ten (10) days to make payment. Payment must be made by cash, money order or certified check. Service will be shut off as soon as possible on or after the 26<sup>th</sup> of the month following the billing month. There is a \$50.00 service call charge for all turn-offs due to non-payment. There is a \$50.00 service call charge for all water service restoration during regular business hours. All water service restored after normal business hours will be charged a fee of \$85.00. In all cases the homeowner is ultimately responsible for all water and sewer payments for the account.

If a customer contacts the Authority and is unable to pay the full arrearage amount before the shut-off date, a secondary payment arrangement option may be granted for accounts owing \$1,000.00 or more as follows: The customer must pay at least one-half of the arrearage balance before the shut-off date, then the customer will be given another thirty (30) days to pay the remainder of the arrearage balance. Payment must be made by cash, money order or certified check.

Medical Emergency Notice: If someone living in the home where water is to be shut off, the Authority will not shut off the customer's water during this illness if the customer does two (2) things:

1. The customer writes a letter to the Authority stating the following:
  - The shut off will prevent the customer from getting better.
  - The customer understands that their service will be shut off at the end of the delay period if the customer has not paid their entire bill or entered into a payment agreement. Payment must be made by cash, money order or certified check.
2. The Authority receives an official doctor's note that the customer has a serious illness and the length of time for the customer to recover from the illness.

The homeowner or an adult over 18 years old must be present at time of reactivation of service.