



## Cut-Off / Bad Check Policy

### I. **Billing**

- A. Bills are to be mailed by the end of the month.
- B. Customers are given two weeks to pay before a late charge is assessed.
- C. If payment is not received in the office or drop box, by the end of the business day on the 15<sup>th</sup>, a \$12.50 late charge will be added to the bill.
- D. The only way a late fee can be removed is if we receive a payment postmarked on or before the 15<sup>th</sup> of the month.

### II. **Notices**

- A. On or about the 16<sup>th</sup> of the month, past due/disconnect notices will be sent to all past due customers.
- B. The Past due notice will include past due amount and disconnect date. The disconnect date will be 10 days after 15<sup>th</sup> of the month

### III. **Extensions**

- A. If an extension is requested before the cutoff day the customer must appear in person at the office during business hours and sign a payment extension agreement. This agreement must be approved by the general manager to be valid.
- B. Starr will agree to allow an extension if the customer agrees to pay all outstanding balances by the extension date.
- C. There will only be 2 payment extensions given per member, per twelve month period.
- D. The extension will be for no more than a week.
- E. If the extension agreement is not kept, service will be disconnected immediately

### IV. **Cut Off**

- A. Cutoffs will begin between 8:00 and 9:00 am on the morning of the 27<sup>th</sup>, unless that date falls on a weekend or holiday, in which service would be cut off the next business day.
- B. No payments will be accepted by Starr personnel in the field.
- C. Cutoff cannot be postponed until payment is made
- D. Payments left in the meter box will remain there.
- E. Accounts will be considered cut off the morning of the 27<sup>th</sup>. If payment has not been received by 9:00 am a reconnect fee will be added to the account.
- F. A notice will be hung on the door detailing the amount that must be paid to be reconnected and the procedure and phone numbers to be reconnected.

**V. Reconnect**

- A. Service will be reconnected after payment of past due balance is made in full.
- B. Service will not be reconnected after business hours.
- C. Bills paid during regular business hours will be turned on the same business day.

**VI. Landlord/Tenants**

- A. Landlords are responsible for paying the water bill monthly, unless an alternate billing agreement is signed with the General Manager's approval. If the tenant leaves without paying the bill, the member/landowner will be responsible for all charges.
- B. No extensions will be given to tenants for any reason.

**VII. Bad Check**

- A. Bad checks must be redeemed within 5 calendar days to avoid disconnection.
- B. Bad/NSF checks will be turned into the district attorney.
- C. All future payments will be by cash or money order.