

COTTONWOOD RURAL WATER ASSOCIATION
POLICY NO. 202
WATER BILLS

I. OBJECTIVE:

- i. Water meters are read as close to the 15th of each month as possible.
- ii. Bills are mailed as close to the 24th of each month as possible.
- iii. Bills are due by the 15th of the month following when the bill was mailed (approximately 20 days after billing).

B. Late Fees and Penalties:

- i. Accounts not paid in full by the 15th will accrue a 10% penalty of the overdue amount.
 - a. If a partial payment is made by the due date but the account still has an overdue balance after the 15th, the account will be subjected to a 10% penalty for the amount still unpaid until the account is paid in full.
- ii. Accounts with an overdue balance of \$20 or less will not be penalized for the current month.
 - a. If the account has an overdue balance of \$20 or less for two consecutive months a penalty will be assessed for the second month and any additional months after.
- iii. Members whose accounts have not been paid in full by the 25th for the first time in 12 (twelve) consecutive months will receive a friendly reminder on the Monday following the due date. This friendly reminder will allow them 7 (seven) additional days to make a payment.
 - a. If the account is not paid in full by the second Monday following the due date, C.R.W.A will post a 24-hour shut-off notice.

C. Shut-offs and Reconnects:

- i. Accounts not paid before 9:00 AM on the business day following the 25th day of the month shall be issued a 24-hour shut-off notice.
 - a. If the full payment is not received within this time frame, the meter will be read and shut off.
 - b. Once the meter has been shut off, it will be necessary to make a full payment plus a \$50 reconnect fee before it can be turned back on.

- c. If it is determined by C.R.W.A. employees that a customer has turned a meter back on themselves, an additional \$300 fee will be added to the existing balance. The full balance, including this fee, must be paid in full before C.R.W.A. will legally turn the meter back on.
 - d. If all overdue balances and fees are not paid immediately after such an instance, the meter will be removed. This will result in an additional \$250 penalty.
- ii. To prevent recurring shut-off situations, the reconnect fee will be increased by an additional \$25 each time.
- iii. Any meter that has been turned off due to non-payment must be paid by 2:00 p.m. in order for service to be restored the same day (Monday through Thursday).
 - a. Payments made after 2:00 P.M. Monday-Thursday will result in service not being restored until 9:00 A.M. the following business day.
 - b. On Fridays, payments must be received by 9:30 A.M. for service to be restored the same day as C.R.W.A.'s normal business weekends at 11:30 A.M. on Fridays.
 - 1. Be aware that if your meter is turned off due to non-payment and is not paid in full by the aforementioned times on Friday or before legal holidays, you will be without water until the next business day.

D. Additional Provision:

- i. After-hour "on-call" staff is a convenience provided to our customers for emergency situations. Service interrupted due to non-payment is not an emergency.

I. RESPONSIBILITY:

- A. Members are responsible for making timely payments of any balances due on their accounts and for covering any fees and penalties assessed on their accounts due to non-payment situations.
- B. C.R.W.A is responsible for accurately billing members, assessing overdue fees and penalties, and posting 24-hour shut-off notices.
- C. C.R.W.A. is responsible for ensuring timely reconnects once overdue balances have been cleared.

D. This policy is subject to all applicable federal and state laws and regulations, including the New Mexico Low Income Water, Sewer and Solid Waste Service Assistance Act.

Approved: Ross H
Ross Horner, President

Effective Date: July 25, 2015

Revised Effective Date: September 17, 2024

Cottonwood Rural Water Association

Policy No. 202 Water Bills Agreement

I hereby declare that I have received a copy of and understand the Cottonwood Rural Water Association's Water Bills policy. This policy includes an explanation of how water bills are assessed and a schedule of fees and/or penalties that can be assigned to an account with C.R.W.A. due to member non-payments.

By this agreement, I hereby understand and am willing to abide by the terms as stated in the C.R.W.A.'s Water Bills policy.

Print Name: _____

Signature: _____

Date: _____