

COTTONWOOD RURAL WATER ASSOCIATION
POLICY NO. 203
ACCIDENTAL HIGH-USAGE PAYMENT PLANS

I. OBJECTIVE:

- A. C.R.W.A. realizes that, on occasion, any given member may have a water bill that is unusually high. This may be due to a leak, forgetting about an outside faucet, or perhaps children playing. Whatever the case, it does happen.
- B. This policy is written for such cases and allows all members the same opportunity to set up payment plans to help make staying current on their accounts more affordable.

II. POLICY CONTENT:

- A. C.R.W.A. will offer fair accommodations to members who experience accidentally high usage months resulting in higher-than-normal bills.
- B. C.R.W.A. will clearly explain how the accidental high usage payment plans will be managed.

III. PROVISIONS:

- A. C.R.W.A. will make every attempt to monitor unusually high usage and will try to notify members whom might have a leak. There is no guarantee that C.R.W.A. staff will catch every situation.
- B. Accidental High Usage Payment Plan:
 - i. The Accidental High Usage Payment Plan is a convenience that is available to every member with an accidentally high usage resulting in a higher-than-normal water bill.
 - ii. This policy may be seen in the policy manual at any time during normal business hours.
 - a. Members with an accidentally high bill will be notified of this policy as well as the option of an Accidental High Usage Payment Plan. However, it is ultimately the member's responsibility to make payment arrangements with C.R.W.A. for the payment plan.
 - iii. If a person renting a house accidentally receives a high bill, the member whose name is listed for the property must sign the Accidental High Usage Payment Plan Agreement.
 - iv. The maximum time permitted for repayment under this agreement will be 12 (twelve) months.
 - v. Members with an Accidental High Usage Payment Plan Agreement must make a minimum \$50 payment towards the unpaid balance of the high usage bill, in addition to the regular monthly bills after the agreement has been signed.

- vi. Any member who has filled out and signed an Accidental High Usage Payment Plan Agreement must abide by the monthly amount they agreed to pay on the agreement.
 - a. Failure to make the agreed payments will be considered a breach of contract, in which case the full amount due on the account must be paid the following business day, or the service will be shut off without notice.
 - b. Furthermore, if the bill was adjusted with lower per-gallon rates, the original higher rate would be reinstated.

IV. RESPONSIBILITY:

- A. Members are responsible for making accidental high usage payment plan arrangements with C.R.W.A. when an accidental high usage happens.
- B. Members are required to abide by the original Accidental High Usage Payment Plan Agreement terms in order to continuously receive the agreement's benefits.
- C. C.R.W.A. is responsible for maintaining accurate records specific to any Accidental High Usage Payment Plan Agreements and payments made under those agreements.
- 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 J
Ross Horner, President

Effective Date: August 10, 2015

Revised Effective Date: September 17, 2024

COTTONWOOD RURAL WATER ASSOCIATION
POLICY NO. 203A
ACCIDENTAL HIGH-USAGE PAYMENT PLAN AGREEMENT

I, _____, hereby declare that I have read and understood the C.R.W.A. Accidental High Usage Payment Plan policy pertaining to this agreement. I further understand that this payment plan is in effect for my convenience and that C.R.W.A. is under no obligation to offer this assistance.

Therefore, I agree to pay an additional \$ _____ each month, plus my current bill, by the _____ day of each month.

By signing this agreement, I hereby acknowledge my understanding of the policy, agreement, and consequences I may face should I not carry out my part of this agreement. Furthermore, by signing this agreement, I acknowledge my requirement to make the designated payments by the designated day of each month.

This agreement 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.

Member Name (Print): _____

Member Signature: _____

Date: _____

Member Account Number: _____

C.R.W.A. Representative Name (Print): _____

C.R.W.A Representative Signature: _____

Date: _____