

Ramah Water & Sanitation District

Late payment, delinquent account, and disconnection policy

If a customer is more than 30 days past the due date, a late fee of \$5 dollars will be added to the next billing cycle.

If a customer is 60 days or 2 months past due on their account, their account will be considered delinquent and a shut off notification will be mailed to the address on record, stating that the customer needs to pay the amount past due in full within 15 days or come into the office and make payment arrangements and sign an official agreement payment of past due balance letter, or their services will be shut off.

Water Service Disconnection Policy Due to Non-Payments

Delinquent Accounts

Upon a bill becoming delinquent (60 days or 2 months past due), Ramah Water & Sanitation District shall give the person or entity responsible for payment of the bill (also referred to as "customer") a notice of delinquency stating that water service will be discontinued after 15 days from notification. The delinquent/shut off notice will be mailed to the mailing address designated on the account.

Alternative Payment Arrangements

Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement to avoid disruption of service. Options include splitting past due amount into payments for up to 3 months to pay off the full past due balance. A letter of arrangement will need to be signed by the customer and RW&SD. This letter will indicate the amount that is past due that will be split up into 3 months of payments. It is important the customer understands that this past due amount will be added onto the customer's regular monthly bill each month and be due by the due date on the regular monthly bill. These payments agreed upon in the payment arrangement must be made on time. If the customer does not make the payments for the past due amount on the delinquent account as agreed upon in the arrangement, the customer's services will be shut off the next business day after the due date.

Reconnection after services have been shut off

After a customer's services have been terminated, the customer will need to pay the full amount past due, plus an \$80 dollar reconnection fee. This amount will need to be paid in cash or in a money order to prevent any issues with a returned check from the bank.