

Ramah Water & Sanitation District

Late payment fee raised to \$7.50 first occurrence, delinquent account, disconnection policy

Unfortunately, about 20% of RW&SD customers are habitually late paying their bill. These continually late payments and multiple shut off notices take time away from other tasks the staff could be completing. The **first** time a customer's payment is **past the due date** during the physical year, a late fee of **\$7.50** dollars will be added to the next bill. The **second** time a customer's payment is past the payment date, the late fee will be **\$15** dollars added to the next bill, and the **3rd** time an account's payment is past due or late during the year the late fee will be **\$25**. Ramah Water & Sanitation District provides a service, and those services need to be paid for every month by the due date. The bills are mailed around the 15th of the month and are due by the 11th or 12th of the following month. Customers receive their bill in the mail monthly and their account needs to be paid for in full every month.

If a customer is **past due** on their account, their account will be considered **delinquent** and a **shut off** notification will be **mailed** to the address on record, this will be **the only notice** given to the customer. The **shut off notice** will state that the customer needs to pay the total amount due within **30 days**, the total amount due will include the past due amount, the current amount due and any late fees accrued. If a customer needs temporary payment arrangements, the customer will need to come into the office, make payment arrangements and sign an official payment agreement. If the **total amount is not paid by the date listed on the shut off notice, the customer's services will be disconnected/shut off**. If services are shut off there will be a **\$100 reconnection fee**. This will be added to the bill when the services are disconnected, and the customer would need to pay the total amount due on the account to regain services with RW&SD. The total amount due will include the bill amounts, the late fees accrued and the \$100 reconnection fee.

Reconnection after services have been shut off

After a customer's services have been disconnected, the customer will need to pay the full amount due plus the **\$100** dollar reconnection fee. If a customer has to have their services shut off a **2nd time** within the physical year, the customer will need to pay the total amount due on the account plus a **\$175** dollar reconnection fee. Once services are shut off the amount due will need to be paid in cash or with a money order to prevent any issues with a returned check.

APPROVED and ADOPTED BY RW&SD BOARD ON January 14th, 2025.