

# TUCKASEIGEE WATER & SEWER AUTHORITY

---

## ***BILLING AND PAYMENT POLICY***

1 ... Water and/or sewer bills will be produced.

2 ... Utility bills shall include a “current due” amount with a payment due date, after which date the “penalty ” amount shall apply.

3 ... Should the date for payment of a bill fall on a week-end or a holiday, the bill may be paid on the following business day at the net amount.

4 ... When a customer does not pay a bill by the final payment date for the total amount of the bill, service shall be discontinued in accordance with the Authority’s Discontinuance of Service Policy.

5 ... Utility bills are recognized as a routine bill owed by the customer. The customer’s failure to receive a bill does not change in any way the customer’s obligation to pay the amount due in a timely manner.

6 ... The following bill payment methods are acceptable:

a. Payment will be posted according to the day it was received

b. Drop-off box — payment posted on business day that box is opened

The customer may request that the disputed bill be reviewed by the Authority board by serving written notice to the Executive Director of the customer’s desire to appear before the board. The complaint will be handled according to the Customer Complaint Policy

7 ... Any check that fails to clear the bank shall be treated as non-payment. If the check is returned because of insufficient funds or any other reason that is the fault of the customer, the date of payment will be deemed to be the date of good and proper payment. If that date falls after the “current ” amount date, the customer bill is subject to penalty amount charges and check return charges. Refer to Fee Charges for Returned Check Charge.

8... In the event a customer fails to pay any Authority fee or charge, the customer shall pay all costs of collection including court costs and reasonable attorney's fees incurred by the utility in collecting such sums.

9 ... Each customer must give a minimum of three (3) days notice to the Authority of service termination. The customer will be responsible for all charges which accrue to the end of the three (3) day period.

10 ... Procedure for customer notification of discontinuance of service:

a. In person: customer must present acceptable identification

b. Mail or fax: customer must include address, account number, and one other form of positive account identification

**Adoption Date:** August 16, 2005

Recommended Review: Annually (see attached)