



## SECTION 13

### PAYMENT OF BILLS

Bills for water service charges and applicable sewer service charges included as part of the District's bill shall be due and payable upon deposit in the United States mail or upon presentation to the customer. A bill is overdue when payment is not made at one of the District's offices or to an authorized representative within fifteen (15) days following the due date. The District may refer overdue accounts to an outside agency to enforce payment. If a bill is not paid by the due date, the District has the right to add a penalty charge not to exceed ten percent (10%) of the delinquent amount.

The District reserves the right to offer both the residential and commercial non-payment customers a payment plan in order to avoid shut off of the water service.

The District may impose a service charge for checks, electronic payments, automated fund transfers and other similar payment transactions returned unpaid after negotiation.

The District may adjust any error in billing or credit the customer for 50% of the water lost to a water leak, provided the period from the due date of the bill or bills in question to the date of discovery of the error or reporting by the customer of a leak does not exceed three years. The District may adjust any non leak-related water consumption charge and related billing charges where the customer has received no benefit or a significantly reduced benefit, from their water service through no fault of the customer.