

RAFTER J IMPROVEMENT and SERVICE DISTRICT
Late Water Payment Penalty Procedure

Approved 11/16/23

Stated on Invoices

Payment is due by (indicate date); late payments subject to penalties as defined by the ISD Late Water Payment Penalty Procedure

Procedure

Water invoices are prepared quarterly (end of March, June, September, and December) and are mailed by the 5th of the subsequent month.

Payment is due by the last day of the subsequent month and will be stated on the invoice. To be considered on time, payment must be received by ISD office no later than the end of the business day stated on the invoice or, by mail, postmarked no later than the stated due date.

Late Payment Penalties

A \$10.00 late fee will be assessed for each quarter that payment is late.

First Month Past Due: An updated balance due (including the late fee) is sent.

Second Month Past Due: If invoice remains unpaid, a reminder is sent.

Third Month Past Due: If invoice remains unpaid, a new quarterly invoice is sent (to include all amounts due) and a shut off notice/warning. The shutoff date should coincide with the due date of the quarterly billing. Reconnect fee is \$100 for 1st cutoff, \$250 for 2nd cutoff. Any subsequent cutoff(s) will continue at \$250 each until four continuous quarters of timely payments are achieved. At that point, any subsequent cutoffs will revert to the reconnect fee schedule as originally outlined.

Examples

Example 1: Homeowner is billed \$32 on April 5th for January thru March water usage with a due date of April 30th. Payment is post marked May 1st (which is late). A \$10.00 late fee will be assessed with an updated invoice (for \$10 late fee) sent by May 5th.

Example 2: Homeowner is billed \$41 on July 5th for April thru June water usage with a due date of July 31st. Payment is not made by July 31st. A \$10.00 late fee is assessed with an updated invoice mailed by August 5th (\$41.00 usage plus \$10.00 late fee). No payment made by August 31st. A reminder is sent by September 5th. No payment is made by September 30th. A new invoice for \$91.00, including July thru September usage (\$40.00) plus the unpaid balance from April thru June (\$41.00) and late fee (\$10.00) is sent along with a shutoff notice if not paid by October 31st. The water will be shut off October 31st and will not be turned on until account is paid in full, inclusive of reconnect fee. Owner or resident must be present when water is turned on.