

KANE COUNTY WATER CONSERVANCY DISTRICT

BOARD POLICY NO. 301

METER READING, BILLING AND COLLECTION

1. OBJECTIVE

To provide fair and uniform treatment of all consumers by establishing rules for reading meters, billing and for collection of delinquent accounts.

2. POLICY CONTENT

A. Meter Reading: *Company personnel shall read All meters as nearly as possible on 30-day intervals. Exceptions are noted below:*

- 1. Seasonal conditions may deem it appropriate to read meters at different intervals, which may require the company to estimate monthly water usage until the actual reading is obtained and reconciled.*
- 2. The company reserves the right to estimate the reading on any meter that is not accessible for any reason.*

B. Billing and Collection: *Bills for water usage shall be computed and mailed as nearly as possible on 30-day intervals. All bills become due and payable 30 days from the date of the bill.*

- 1. Any bill showing a “previous balance” shall be sent a delinquent notice approximately 45 days after the original invoice is mailed. A \$5.00 late fee or 1.5% interest charge, whichever is greater, will be added to the bill each time a 30 day interval has elapsed and the bill is not brought current.*
- 2. Any account that is delinquent after 60 days will be sent a shutoff notice. The consumer will have 15 days to bring the account current. The notice shall be sent by certified U.S. mail. Non-receipt of billing or disconnect notices does not release the consumer from payment obligation.*

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3. *A \$90 dollar reconnect fee will be charged to turn water on and the company shall not be required to do so until all arrears are paid in full.*
4. *The company reserves the right to file a lien on property to recover delinquencies anytime a bill or portion thereof remains outstanding for more than 90 days.*
5. *A fee of \$20 will be charged on all returned checks. Returned checks must be paid within five days notice or the account will be charged an additional \$5.00 late fee.*

C. Other Provisions:

1. *The company reserves the right to make special arrangements for payments with consumers who plead “hardship” and who have contacted the company prior to the account being shut off. The Board will determine what constitutes “hardship” on a per case basis.*
2. *In the event that a consumer discovers a line break on their side of the meter, which results in an abnormal loss of water, the consumer may write to the Board explaining the cause and request that the water rate charged per thousand gallons is reduced. The Board will determine if the situation falls into the class of “hardship” and possibly grant a rate reduction to primarily recover the company’s incremental costs.*

3. RESPONSIBILITY

The Office Manager is responsible for executing this policy.

*Signed: _____
President*

Effective: _____

Revised: _____