

GREATER WARD ONE WATERWORKS DISTRICT
Policy & Procedure for Payment Plan Due to Water Leaks

A. Policy.

This policy pertains to payment plans that may be offered to customers **who have experienced significant water leaks due to an event or incident.** To be considered for a payment plan, the water bill must have increased beyond what the customer can be reasonably expected to pay in a 30-day period and represent a minimum of \$300.00.

Criteria is as follows:

B. Criteria.

1. Evidence of a leak will be verified by consumption records for the location.

In determining if an account is eligible for payment arrangements, the excess consumption must be at least 50% higher than the previous 6 months average usage.

Example: Current Monthly Consumption = 10,000 gallons

 6-month Prior Monthly Consumption Average = 4,000 gallons

Since Current Consumption is more than 50% higher than prior 6-month consumption average. Account qualifies for payment arrangement.

2. Documentation that the leak was repaired. This documentation may be in the form of receipts for payment to plumbers and/or purchase of supplies typically associated with plumbing repairs.

- a. If a receipt for supply purchase is submitted as proof of leak repair, it must be accompanied by a written and signed statement from the account holder. This statement must confirm that a leak did occur, name and address of person who made the repair and the date the repair was completed.
 - b. For rental property, a signed and dated work order and/or statement from the landlord must be submitted.
3. Until an on-going leak is repaired and verified by District personnel, (a) a payment plan will not be entered into, and (b) the account will be subject to cut off for non-payment.

C. Payment Plan.

When the above criteria has been met, and if requested by the customer:

- 1. A written payment plan agreement will be prepared and entered into by the customer and the District.
- 2. The length of the payment plan will be as follows:

Balance of \$300.00 to \$600.00	Payment plan not to exceed 120 days.
Balance of greater than \$600.00	Payment plan will be determined on a case-by-case basis and will be approved by the President and two Board Members.

3. During the course of the payment plan, all payments due for current monthly charges must be paid timely.
4. No billing or notice will be sent for the past due amount which is subject to the payment plan.
5. If payments are not made by customer as agreed, the District reserves the right to terminate water service. Reconnection will only be made after all charges have been paid in full and the required reconnect fee paid.
6. Late charges will be waived for the duration of the payment plan if all payments are made as agreed.