

TRIDELL-LAPOINT WATER IMPROVEMENT DISTRICT

BOARD POLICY # 05-14-18

METER READING, BILLING AND COLLECTION

1. **Objective**

To provide fair and uniform treatment of all customers 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 once a month. Exceptions as 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 will be computed and mailed as nearly as possible on first of each month. All bills become due and payable the day of mailing and are considered late on the 20th at noon.

1. A \$3.00 late fee or 1.5% interest charge, whichever is greater, will be added to the bill and will continue to be added each time a 30-day interval has lapsed after the original late charge was imposed and the bill still remains outstanding. Any bill showing a "previous balance" shall be sent a shutoff notice approximately 50 days after the original invoice is mailed. The notice will be sent by U.S. mail and the customer will incur a \$5.00 fee for the mailing.