



Billing policy Resolution 121509

Whereas;

The Board of Directors for Meiners oaks Water District has deemed the current billing procedure inept and not in line with current government standards,

Therefore be it Resolved;

The water bills are sent out monthly and are to be paid in full by 5pm on the 25th of each month or on the water districts floor before 8am the first working day after the 25th. If your bill is still not paid in full by 5pm on the 25th of the same month or before 8am the first working day thereafter a \$ **35.00** late charge will be added and your water may be turned off pending a letter of termination that will be sent to you.

For your convenience the district has a payment drop slot in the office door. If at any time you have trouble making the payment or you will be gone, please feel free to contact our office for payment arrangements. If you do not receive a bill in the mail by the 15th of each month, call the office and ask what is due on your bill.

PLEASE DO NOT IGNORE THE TERMINATION LETTER!

When you receive your letter of service termination by the district it will include the total amount to be paid, including the \$ **35.00** late charge.

15 days after receiving the letter of termination you will receive a 48 hour notice stating that your service will be terminated. Once your service has been shut off another \$ **75.00** reconnect fee will be added. We will not accept a check for service reinstatement, **cash only**.

The district has personnel on call 24 hrs a day 365 days per year for your convenience. All valves on the district side of the meter are to be worked by district personnel only. If you need assistance anytime day or night holidays or weekends please call one of the numbers listed above.

(This service is provided at no additional cost to you.)



If the meter or valves are broken by you or your contracted worker, the account holder will be held responsible for the cost of repairing and replacing our equipment.

The district office is open at 8am to 12pm and from 1pm to 5pm Mon. - Fri.

Thank you Management and Staff of Meiners Oaks Water District

Adopted this 15th Day of December, 2009

Brandi Malone
Secretary to the Board

Karol Ballantine
Board President