

RIO ALTO WATER DISTRICT  
CUSTOMER BILLING AND SHUT-OFF POLICY AND PROCEDURES

Rio Alto Water District bills registered owners of the property. Tenants and management companies can be set up as a contact (by request) to receive a copy of the billing.

Metered customers are billed every two months. Metered billings are billed in arrears as necessitated by the reading of meters. Meters are read the first week after the second month of the billing cycle.

Metered billings are subject to the following terms:

1. Bills are due and payable upon receipt.
2. Penalties in the amount of 10% of the outstanding balance are charged thirty-five (35) days after the postmark of the original bill.
3. A shut-off notice is mailed on the 36<sup>th</sup> day of delinquency reminding the customer that their property will be shut-off if payment is not received within 10 days. If a tenant occupies the property, the notice will also be sent to the tenant in compliance with Utilities Code Section 777.
4. If payment is not received on or before the shutoff date, a 24 hour notice is posted on the customer's door. There is a \$10 charge assessed to the account for posting a 24-hour notice.
5. Failure to pay by the time/date stated on the 24-hour notice will result in the customer being shut-off. A \$30 turn off/on charge is added to the amount due.
6. When the account is paid in full, including penalties, water service will be reactivated during normal business hours.
7. District normal working hours are Monday through Friday 7:30 a.m. to 4:00 p.m. All after hour service calls for problems resulting from customer related responsibilities will be charged an after hours service charge of \$70.00. If the call out time exceeds the two-hour minimum, additional charges will be assessed on a time and materials basis. If the District employee determines the service call is on the District's side of the meter, no charges will be assessed.
8. If a customer requests that their service be reactivated during non-business hours, the customer is subject to the after hours service charge. This charge must be paid at the time of reactivation of service.

Payment arrangements can be made with the District anytime before the 24 hour notice is posted.