

Customer Info

The Board of Directors for Ladd Water Users Association, Inc. have set up a policy for us to use in billing and collection. Please review this policy and information:

BILLING AND COLLECTION PROCEDURES

Bills for the water service supplied are mailed to customers to receive at the first of each month. The net rate shall apply for the first fifteen (15) days of the month, the gross rate shall apply thereafter. Gross rates are 10 percent of the net rates. If the fifteenth (15th) falls on a Monday thru Friday, please have your payment in the night drop by the morning of the fifteenth (15th) in order for your bill to get credited for the net rates. If the fifteenth (15th) falls on the weekend (Saturday or Sunday) the night drop payments will be applied the following business day for the net rates. And the following business day mail and customers payments will be applied for the net rates.

METER READING AND BILLING

The customer shall be responsible for reading their meter and providing the association with the meter reading each month, to be used in billing. The customer may call their meter reading in also. Upon failure of customer to provide the association with a meter reading, the association shall read the meter and a service charge of \$20.00 will be added to the customers bill. If a representative has to read a customers bill for a spot check three times a year, the customer will be charged a \$20.00 meter reading fee. In fairness to the majority of our customers who pay their water bill on time and provide us a correct reading of their meter each month, our costs for collecting past due accounts is passed on to customers having the delinquent account in the form of service charges which are added to the bill.

NON-PAYMENT

Accounts not paid by the twentieth (20th) of each month, a representative shall be at your residence to collect the bill or disconnect, and there shall be a \$20.00 service fee for a collection of payment and if disconnected, a \$50.00 fee to have services reconnected. Disconnected accounts may be paid by cash, Visa, MasterCard, or money orders only.

Reconnection of service is during regular working hours between 8:00 a.m. and 4:00 p.m. on all days excluding weekends and holidays. The customer must be in our office by 2:00 p.m. with payment, to have service reconnected the same day.

PAYMENTS BY CHECKS

Accounts which have been paid by check will be considered delinquent if the check is returned unpaid by the payee bank, and an administrative charge of \$30.00 will be applied.

DELAYED PAYMENT AGREEMENT

When a customer to whom service is rendered throughout the year is unable to pay an account in full the association shall not discontinue service if the customer agrees in writing to pay the balance of the account in full by signing an extension contract at the office. The customer is allowed one (1) extension per year, January thru November of that year.

This institution is an equal opportunity provider.