

WCID 99 Policy – Payment of Excessively High Bills and Waiver of Late Penalty

Customers who have difficulty paying an unexpectedly high bill, whether due to a leak or for reasons unknown, may request in writing to be placed on a payment plan.

To qualify for a payment plan, the customer's bill must be at least 2X the customer's average (see Appendix I for definition of average). Further, customers may not be placed on a payment plan more than once every twelve months.

Customers who request a payment plan must agree to an amortization plan that pays any outstanding balances in equal monthly installments not to exceed 6 months from the original payment due date.

Customers may request, in writing, and be automatically granted one late charge waiver per twelve-month period to waive up to two months of 10% late penalty.

The Director subcommittee in charge of Leak Adjustments as described in the District's Leak Adjustment Policy will consider payment plan requests from customers. The balance due in any payment plan will be determined after leak adjustment, if any.

Customers who remain current on a payment plan will not be charged interest, as the cost of administering the amortization would exceed the amount of normal interest that would accrue.

Customers who fail to adhere to the schedule approved in the payment plan or who fail to pay all normal bills without delinquency will be removed from the payment plan and their entire balance will immediately become due.