

Fruitland Special Services District
Policy for Reinstatement of Services
August 16, 2018

From time to time customer's services are terminated. The District in order to provide a uniform policy for reinstatement of services has considered the economic factors and issues the District faces in reinstating such services.

When customers are connected to service for culinary water by the District, the District is responsible for providing the agreed services, managing such services, maintaining the infrastructure required for such services and making repairs, upgrades etc. as necessary. These services require the District to bare considerable costs both directly and indirectly to provide these services.

Customers in applying for service agree to pay the fees imposed by the District for such services including the monthly fees for water used. Failure of customers to adhere to their payment responsibilities creates a burden on the District to provide services to all customers.

Reinstatement can fall into two categories:

1. **Involuntary Termination.** This occurs when the District is required to disconnect a customer for "non payment" of current charges. The District provides indulgence in certain cases but effectively has the right to disconnect a customer after an account has become 90 days delinquent.
2. **Voluntary Termination:** Occasionally customers request disconnection for various reasons including abandonment of property, sales of property and non use of property during off seasons. This creates a burden on the District to maintain its other customers and the infra structure that supports the services the district provides.

As a result, the District will apply different standards to these two circumstances to encourage customer payment and continuity.

At a meeting of the Board of Trustees on August 16, 2018, the following policy was adopted:

Reinstatement of Services

Involuntary Disconnection of Services for Non Payment:

To reinstate services the customer will be required to pay all delinquent charges plus a fee for reconnection of \$250.00

Voluntary Termination (as described herein):

To reinstate services due to voluntary disconnection, the customer or new owner will be required to sign a new service agreement and pay a fee of \$1,500.00