

COLOMA WATER/SEWER UTILITY NEW ACCOUNT INFORMATION

Water starts out at \$12.36 for a ¾" meter and \$19.57 for a 1" meter per month. Usage is charged at \$4.84 per 1,000 gallons of water used.

Sewer starts at \$50.00 for Residential and \$50.00 for Commercial per month. The first 5,333 gallons of water used are at no charge. After that, there is a \$2.00 per 1,000 gallons fee for residential and a \$7.00 per 1,000 gallons for Commercial.

The bills are mailed to the address you provide on the last Friday of each month. The due date is 20 days from that date. The due date IS NOT the same date every month. If your address changes, it is the customer's responsibility to advise the Village of the change.

On the 24th day after the billing date, if there is a balance on your account, it is subject to a 1% late charge. This is required by the Public Service Commission and is non-negotiable.

IF, on the next billing date, there is a balance owing on your account, you will receive your next month's bill along with a 10 day disconnect notice in an envelope. This gives you 10 calendar days to take care of your bill. If you are a tenant, your landlord is required to be notified of any disconnect notice.

IF, 5 days go by without a payment, you may find a notice on your front door, depending on where you get your mail.

IF, on the 10th day there is still an outstanding balance, all delinquent accounts will receive a 24 hour notice at their physical address advising that service will be disconnected the next day, unless payment or arrangements are made. These arrangements cannot be done over the phone. When the Village employee arrives at your house with the wrench, he will not accept a payment. You would need to come to the office to make a payment or arrangements and the clerk will call the Village employee to advise him that he does not need to disconnect.

IF, service is disconnected, there is a \$40 re-connect fee to restore service during normal working hours, or a \$60 re-connect fee to restore service after normal hours. The Village employees do not have to drop everything and restore your water when you make payment. Every effort will be made to restore your water in a timely fashion. They will also not restore your service, until they've received an ok from the Village Clerk.

Payments can be made by mail, in the Village office, by automatic payment, debit/credit card, or placed in the drop box on back of building. A convenience fee applies to debit/credit card payments.

Should you be moving or need service disconnected, please contact Village office as soon as possible, so a timely meter reading can be done.

Name of Account holder _____

Address for billing purposes _____

Service Address _____

Phone number _____ SS# _____

DL# _____

Account holder signature acknowledging receipt of this sheet: _____