

**PAW PAW RT. 19 PUBLIC SERVICE DISTRICT (PPPSD)
DELINQUENT ACCOUNT POLICY**

- Bills are mailed monthly by the 1st and payment is due upon receipt. Payments are accepted through the 20th of the month without a late fee and/or a disconnection notice.
- If a customer's account does not reflect a payment in full for the balance due by the 20th of the month, a late fee will be applied and the customer may receive a termination notice.
- A termination notice will be prepared and mailed out to notify the customer that a payment was not received on the account. This notice provides the customer with an additional ten days to make a payment on the account before termination of service will occur. The termination date will be stated on the termination notice.
- Payment must be received BEFORE the termination date. Therefore, the best way to pay a delinquent balance is to pay online through PayClix or by phone by dialing 1-866-729-2549.
- DO NOT pay a termination notice online through any other online payment provider as payment can take up to 7-10 days to reach the Office. Also, if you choose to pay by mail, allow enough time for the payment to reach the Office by the termination date. A payment made online or by mail, but not received by the termination date will not stop termination of service.
- Termination notices can be upsetting to receive. Please note that the PPPSD is required by the Public Service Commission (PSC) to issue these notices regardless of past payment history (i.e., even if you have been a good customer for ten years, if you miss a payment, the Office has to issue a termination notice).
- If you receive a notice and you believe you have received it in error, please contact the Office to verify whether or not the payment has been received. Keep in mind that these notices are generated and mailed out based on payments that are not received by the 20th of the month. Therefore, if you mailed the payment late or paid it after the 20th, the Office probably has credited the payment to your account, but had already mailed out the termination notice, so they are just crossing.
- As a courtesy, if payment was made by check, please check with your financial institution to determine whether or not the check has cleared your account BEFORE you call the office. This information will be very helpful in determining whether or not a mistake has been made in applying your payment. If you paid electronically, verify with your financial institution that the check was actually presented for payment and don't just verify that the funds were withdrawn from your account. Many online payment providers withdraw the funds from the account when the payment is issued. This does not mean that the payment was received and/or presented for payment by our Office.
- If a customer receives a termination notice, it is not necessary to contact the Office to notify us of your intent to pay the bill. The Office cannot and does not go by intent. Only a bona fide payment in full of the delinquent amount and applicable late fees by the due date indicated on the termination notice can stop termination of service.
- Please do not call the Office to request an extension. The PPPSD does not authorize extensions of the termination due date. If a customer is experiencing a special circumstance that is creating a hardship, he/she needs to contact the Office immediately, upon receipt of the termination notice to discuss the situation. If applicable, the PPPSD can enter into a deferred payment agreement with the customer. Please note that this option is only for extenuating circumstances only and proof of the circumstance and/or inability to pay may be required. Deferred payment agreements will not be established for minimal balances due and/or because a customer is in between pay periods.

- Included with the Termination Notice will be a one page document explaining the Customer's Rights and listing agencies in the area that may provide assistance. Please note that if a customer intends to obtain assistance, it must be done immediately upon receipt of the termination notice. Waiting until the date of termination to make initial contact with the assistance agencies will not result in an extension of the termination due date and vouchers will not be accepted after the termination date listed in the notice.
- Vouchers obtained from assistance agencies must be turned in like a payment. This is required because many of the agencies require that the PPPSD return a copy of the voucher to them before they will issue the payment.
- The amount pledged by the voucher will not be removed from the customer's account balance until the pledged amount is actually received from the assistance agency by the Office. This may cause some confusion over the balance due when the next water bill is received, so feel free to contact the Office to obtain an accurate balance due if necessary.
- Before service can be terminated, the PPPSD is required to make at least two attempts at personal contact with the customer. Please note that the key word is "attempts". If the PPPSD Staff cannot reach the customer, this will not stop termination of service. It is the customer's responsibility to make sure that a working telephone number is on file with the Office at all times and that timely payment is made on the account.
- The Office will make at least two attempts to contact a customer via telephone before disconnecting service. According to the PSC, if the PPPSD reaches a person and/or an answering machine (including voicemail), this counts as contact and no further attempts at contact are required. Therefore, please do not ignore calls and/or messages from the Office thinking that you will get another call before the service is disconnected.
- If a customer cannot be reached via telephone (i.e., no telephone number listed, no answering machine and/or voicemail, etc.), then the PPPSD will deliver a notice to the customer. If the customer is not available, the notice will be left on the door. Please do not ignore notices handed to you and/or left at the door as these are considered as contact and no further attempts at contact are required.
- If service is terminated due to non-payment of a delinquent amount due, the customer will need to pay the full delinquent amount due on the account, including late fees, as well as a reconnection fee in the amount of \$25.00. The customer will also be required to provide a deposit on the account. If the customer already has a deposit on file that is lower than the current deposit required by the PPPSD, then the customer will need to pay the difference due to bring the deposit amount into compliance with what is currently charged by the PPPSD. Payment of these amounts will be required in full, no exceptions, which means that once the service is terminated for non-payment, the PPPSD will not accept a voucher from an assistance agency in order to get the service restored.
- If the delinquent amount and applicable fees are not paid within a timely manner, the PPPSD may require that the full balance due on the account be paid before restoring service. For example, if a customer waits a month or longer to try to restore the account, he/she will have received a new bill in the meantime with additional charges for the remaining water service from the date of the unpaid bill until the date the service was disconnected. The PPPSD reserves the right to require that the full account balance be paid in full before restoring service if the customer does not address the delinquent amount in a timely manner once the service has been terminated for non-payment.
- Please be sure to pay all water charges in full even if you decide to move instead of paying to restore the service. The PPPSD does submit unpaid accounts to the Magistrate's Office for further processing when necessary. This will add an additional charge (\$80.00+) to the account balance (at a minimum) for serving fees and court costs and remain on file for up to ten years.
- If a payment is made to restore the account and it is returned for non-sufficient funds, the customer will have five days to redeem the payment with a money order, including the bank service fee. Failure to do so will result

in immediate termination of service without further notice. Additionally, the customer will be required to make all future payments via money order or online through PayClix for the period of one year. If a payment is returned for non-sufficient funds from PayClix, the customer will not be able to submit future online payments for the period of one year.

- Unfortunately there is always the customer that decides to tamper with the service by turning the water service back on, cutting the lock off the setter, damaging the setter itself, installing a spacer, etc. Please be advised that it is illegal to tamper with the meter pit and/or any of its contents. If tampering is discovered, you will be issued a warning and billed for applicable water usage charges and/or damages. If the tampering continues, the PPPSD reserves the right to disconnect the service at the main which will require the property owner to pay for the full cost of the disconnection at the main, as well as the new connection at the main (minimum charge of about \$1,500.00) in order to restore service. Additionally, criminal charges may be initiated.
- Please note that the PPPSD Staff does not like to perform termination of account procedures for delinquent accounts. The Office is aware that customers occasionally experience financial hardship and it is not our desire to punish you by disconnecting your water service. However, the PPPSD is billed by the City of Fairmont for the water that it purchases and resells to its customers and if you use the water, you must pay for it, just like everyone else.
- The PSC has rules in place to govern these procedures. PPPSD must follow the PSC rules in regard to delinquent accounts and terminating service in order to ensure that all customers are treated fairly. Please keep that in mind when you call to discuss your delinquent account.