

## TRI-COUNTY WATER DISTRICT BILLING POLICY

Each Tri-County Water District member receives a billing card in the mail on or around the 29<sup>th</sup> of each month. The member is then required to fill in their meter reading and send with payment in an envelope postmarked no later than the 10<sup>th</sup> of the same month to avoid any penalties. Tri-County Water is not responsible for mail delivery. It is the responsibility of the member to inform the office before the 10<sup>th</sup> if their billing card was not received.

If the member does not remit payment by the 10<sup>th</sup>, there will be an automatic **\$10** penalty applied for late payment. On the first month that the member neglects to send a meter reading or notify the office of reading by the 15<sup>th</sup>, their reading will be estimated based on the past months' usage and a **\$5** estimation fee will be charged. No adjustments will be made on estimated readings. *This is the sole responsibility of the member.*

If an employee of Tri-County Water District is sent to read a member's meter, a service charge of **\$30** will be charged to the member's account.

When a delinquent account is 60 days past due or more, the curb (water) will be turned off by Tri-County Water District personnel and a disconnect/reconnect fee of **\$60** will be added to the member's account. In order to have service reinstated, the balance must be paid **IN FULL** including the additional fees. Service will be turned on within 24 hours after payment is received by the office and has cleared through the banking institution. No member is to turn their own curb (water) on without the consent of Tri-County Water as that would be a federal offense with fines included and a loss of water service permanently in accordance with the *ND Century Code, Chapter 49-04.1*. The curb must be turned on by a staff member of Tri-County Water District.

Owners of any rental property are responsible for any amount of the water bill not paid by their renter. Tri-County Water District holds the water service agreement with the member/owner, not the renter.

If a curb has been turned off for more than 6 months, there will be a fee of \$500 assessed in order to turn service back on at any property.

For any further billing or account questions, please call the office or inquire via email, website, or a written letter.