

Policy Regarding Customer Account Delinquency/Removal of Service

In addition to maintaining the current Tri County policy of charging a delinquency fee for late or non-payment of 10% of the past-due bill, or \$5, whichever is higher, the following actions will apply in the event of later actions regarding the customer's account:

1. If a customer's account status requires a meter lock, the customer will for each instance be charged a reconnect fee of \$25 and an additional meter deposit of \$35 up to the maximum deposit of \$300.
2. A customer's tampering with a lock placed on the meter will cause a charge of \$100.00 plus the actual cost of damages (current policy) and reconnect fees. Any customer act of tampering shall result in the increase of the required customer deposit to the maximum deposit of \$300.
3. If a customer's service is removed for the first time, the cost for the reinstallation of service shall be \$750.00 (the same cost as a new service), plus reconnect fees and the previous balance owed on the account, as well as a maximum meter deposit of \$300.
4. If a customer's service has been removed for the second time, the charge for removal shall be \$750.00, and the charge for reinstallation shall be \$750.00, for a total charge of \$1,500.00, plus reconnect fees, the previous balance owed on the account and an increase to the maximum meter deposit of \$300.
5. If a customer's service has been removed three or more times, the charge to remove the service shall be \$1000.00, and the charge to reinstall the service shall be \$1000.00, for a total charge of \$2,000.00, reconnect fees, the previous balance owed on the account and an increase to the maximum meter deposit of \$300.
6. This policy shall be published on the Tri County Regional Water Distribution District website.

This policy shall be effective January 1, 2023.