

Twin Forks MDWCA

Standard Operating Procedure C.1

Determination of Accounts Due and Response to Failure to Pay Accounts Due

Approved by the Board of Directors
[September 17, 2005]

I. Determination of Amounts Due

A. The Rules and Regulations of Twin Forks MDWCA describe the fees and charges that are due to the Association. The Office Manager is responsible for calculating the amount due. In the event of a dispute over the amount due, a member may appeal to the Board of Directors. Only the Board of Directors may approve water charges differing from those calculated using the Rules and Regulations.

B. In responding to charges resulting from usage in excess of 3,000 gallons per month, the policy of Twin Forks MDWCA is that the member must pay for all water that goes through the meter, unless the excess usage resulted from failure of distribution system equipment or error by Twin Forks MDWCA personnel.

II. Response to Failure to Pay Accounts Due

A. The Association shall bill the membership yearly for water service. Bills for water service are due and payable at the location indicated on the bill on the date of mailing and become delinquent 30 days thereafter unless the payment option plan is in effect.

B. Accounts using the payment option plan become delinquent 15 days after a payment was due.

C. Once an account is delinquent, the Office Manager shall notify the Secretary-Treasurer and the President, and they shall see that the matter is placed on the agenda for the next regular Board of Directors meeting.

D. The Board of Directors must decide whether service is to be disconnected. In doing so, it may consider all information available and non-standard payment plans. In the absence of circumstances that justify other approaches, the Board of Directors should direct the President to send a letter (certified mail, signature required, return receipt requested) informing the member that

1. the account is delinquent, stating the amount due;
2. water service will be disconnected on the stated date (generally thirty days from the mailing of the letter);
3. if service is disconnected a reconnect fee of \$300 will be required, in addition to the amount due;
4. the membership cannot be transferred unless the account is paid in full;
5. pursuant to Article VIII, Section 4 of the Bylaws, the Board of Directors has the authority to terminate the membership thirty days after giving written notice of non-payment of charges or assessments; and
6. the member may appeal to the Board of Directors.

E. In order to appeal to the Board of Directors, the member must submit a request for appeal in writing, delivered to the Twin Forks MDWCA office. When the appeal is heard, the member may appear before the Board of Directors in person or with representation by counsel.