WATER SHUT-OFF PROCEDURES

1. These procedures shall apply to water-only accounts and to joint water-sewer accounts. These procedures may be used to enforce all collectable charges, including water service, sewer service, King County charges, and street light charges. Enforcement pursuant to the District's Lien Procedures shall be additional and supplemental to these procedures.

2. The due date for all charges shall be the 20th day following the date of the billing rendered there for. Charges that remain unpaid after the due date are delinquent. On any such delinquent account a percentage penalty charge shall be added; provided, however, that for residential accounts for which there have been no penalty charges removed within the preceding two years, and for which the customer has requested that the penalty charge be removed, the penalty charge will be waived; and provided further, that for commercial accounts for which there have been no penalty charges removed within the preceding two years, and for which the customer has requested that the penalty charge be removed or reduced, the penalty charge will be reduced to a percentage amount set by the Board.

3. Delinquency notices notifying the customer of the account delinquency, the penalty charge, and water shutoff and/or the filing of a lien against the property will be sent approximately 33 days following the date of the billing rendered there for.

4. Shut-off notices will be mailed to delinquent accounts approximately 42 days following the date of the billing rendered there for. A service charge for the preparation and mailing of the notice will be added to the account upon mailing.

5. Water service will be shut off on the date specified in the shut-off notice, or as soon as practicable thereafter. A collection enforcement charge shall be added to any account remaining unpaid at 4:00 p.m. on the shut-off day specified in the notice. An additional after-hours collection enforcement charge shall be paid to re-establish service between 4:15 p.m. and 8:00 a.m. on all weekdays, and at any time on Saturdays, Sundays and all holidays.

WATER SHUT-OFF PROCEDURES