

GRANDLAKE PUBLIC WORKS AUTHORITY

Delinquent Policy

Bills are sent out on or about the 1st day of every month. . . Monthly minimum billing is in advance, monthly usage billing is for past usage. Payments are due on the 20th. After all payments made on the 20th are received in the office and posted to the accounts (approximately the 25th of each month), late fees are applied. Late fees are 10% per month on the entire past-due amount.

Accounts with balance due in excess of \$10.00 will receive a Delinquent Letter stating “service will be discontinued if payment is not received within ten days”. The Delinquent Letter will be mailed with the next month’s billing. Service is not actually disconnected if past due amount is less than sixty days old.

If account is delinquent over sixty days, a second Delinquent Letter is sent (same letter as 1st mailing); and if payment is not received within 10 days of 2nd Delinquent Letter, a disconnect order will be sent to field personnel, Operations Department.

When field personnel are sent to disconnect service, GLPWA will charge customer:

\$15.00 if bill is paid at door before disconnect is made

\$30.00 (\$15 for disconnect and \$15 for reconnection) if service is disconnected and then later service is restored during normal working hours (call has to come into office before 3PM).

\$45.00 if service is disconnected and service has to be reconnected other than normal working hours.

The disconnection procedures apply to individual customers only. Bulk payments made by Associations, Shangri-La, etc., will be a subject for Board action.

GLPWA and management will make every reasonable effort to work with customers to maintain service, it is the customer’s responsibility to contact the business office upon receipt of a delinquent notice and make payment arrangements. Once service has been disconnected all amounts due on the account must be paid in full to restore service including but not limited to current bill, returned check charges, disconnect and reconnect fees.

(Approved – 1/17/1997)

(Modified – 8/19/2011)

(Modified – 9/19/2014)