

West Saline Water Users
P. O. Box 29
New Edinburg, AR 71660

westsalinewater.ruralwaterusa.com
6330 Hwy 8
Phone 870 866 0534

BILLING, PAYMENT, AND COLLECTION POLICY

BILLING

Water bills will be mailed prior to the 1st of each month but no later than the 5th of each month. Additionally, water bill amounts may be obtained from the above web page or the system manager.

These bills are considered DUE UPON RECEIPT but not PAST DUE until after the 19th of the month.

A PAST DUE NOTICE may be mailed.

Bills paid the 20th or later will be assessed a 10% penalty.

After water has been locked off for non-payment, the total balance of bill and an additional \$60 RECONNECT FEE must be paid before water is turned on again.

A \$30 Fee will be charged for returned checks.

PAYMENT

The customer is responsible for bill payment including any and all penalties even if a bill or past due notice is not received.

Payments may be made on the above **web page**, at **First State Bank Of Warren offices**, through the door **bill drop in our office if not cash**, or **by mail** (West Saline Water, P. O. Box 29, New Edinburg, AR 71660). Payments made at the bank are considered made the day they are processed by the bank. Mailed payments will be credited as of the post mark date. Credit card payments will be credited as of the acceptance of transaction date. Delivered payments will be credited as of the date delivered.

COLLECTION

The system manager is directed to assure proper credit has been given to all customers for payments made as described above.

The system manager is directed to begin locking off customers on the 25th of each month who have unpaid balances.

Once locked off the system manager is directed to leave the customer locked off until full payment is received.

System manager is directed to normally return water service to any previously locked off customer who makes full payment during normal schedule as a priority **but not an emergency**.

PENALTIES

A \$200.00 penalty will be charged to anyone removing any locking device installed on the water system (i.e., meters, flush hydrants, fire hydrants, etc.) without system manager approval. Repeat offenders will be subject to prosecution for thief of utilities.

EXCEPTIONS

Any exception to this policy require Board approval.

APPROVED: 3/9/17

REVISION 5