

For MRPOA collections

If your water has been turned off, the reconnection fee is \$100.00 for first time, second time in a year \$300.00, for subsequent times the reconnect fee will be \$500.00 and may increase.

Steps for late bills

- 1) Send a notice of payment due - with options of paying in full or monthly payments along with each month's current amount.
- 2) Call?
- 3) Send a second notice (and call) that water will be turned off on, (give date), until paid in full. If making payments, and one payment is not paid on time, water will be turned off until paid in full plus a reconnection fee of \$300.00/\$500.00 is made.
- 4) Report to credit
- 5) Lien on property when bill reaches \$1000.00
- 6) Foreclosure procedures will follow, if no attempt is made to satisfy the situation.

For new people, when they sign up for water, we need to present them with notification of what is included in the water bill and a copy of above steps. Can be either by mail with first billing, by email, or handed to them when they sign up in person.