

RULE 4: BILLING AND PENALTIES

Resolution 2016-02 dated 1-7-16:

Meters will be read periodically and bills for services will be rendered monthly to the customer, by the Osceola Water Works. When bills are rendered for a period of less than one (1) month because of the start or termination of service during the period, the charge shall be for the proportionate part of the applicable minimum charge, or the cost of the water consumed, whichever is the greater. Services terminated in less than thirty (30) days from the date of beginning shall be paid for on the basis of a full month's minimum bill or for the cost of the water consumed, whichever is greater.

Payment of bills may be made by mail, at the Osceola Water Works office located at 208 West Jefferson St., or at the drop box located in the parking lot. Payment may also be paid online at www.osceolawaterworks.com All bills are due and payable upon their being mailed by the Osceola Water Works and will be considered as being delinquent if not paid within fifteen (15) days of the date of mailing.

All accounts will receive a 10% penalty for any outstanding amounts owed after 4:00 p.m. on the 15th of the month. If a payment is made by our online payment website, it must be made by the 14th of the month for the payment to be considered on-time. A utility account holder that has received a penalty may request a one-time yearly waiver of the 10% penalty, if the account has been paid in full by the due date (15th) for a period of twelve months (one year) prior. The request needs to be submitted in writing with the customer's request and will be presented to the Osceola Water Board of Trustees at the next available meeting for action. During the timeframe of the request, the utility account must be paid in full. If the board grants a waiver, a credit will be placed on the utility account for the next available billing.

If the 15th of the month falls on a weekend or holiday, the penalty will attach after 4:00 p.m. on the first business day after the 15th of the month. If the payment is not received by the due date, the account will be subject to disconnection 12 days after the delinquent date. Osceola Water Works will make one telephone call to the customer of a commercial account the day before the service is subject to disconnection.

A charge of \$65.00 will be made to reconnect service after a disconnection for non-payment during normal business hours. A charge of \$85.00 will be made to reconnect service after regular business hours. A charge of \$130.00 will be made to reconnect service during holiday hours. Requests to reconnect water service after 7:00 p.m. will be handled the next day. Customers requesting to be reconnected after hours or during holiday hours shall be required to remit payment consisting of the entire balance of the account and the reconnection fee to Osceola Water Works no later than 3:00 p.m. the following business day or service will be again subject to disconnection.

A customer's water service which has been disconnected for non-payment will not be reinstated until the past due balance(s) including the reconnection fee(s) are paid in full at the Water Works office.

Customers requesting their water service transferred to another residence will not be allowed to transfer the service until all past due balance(s) including applicable reconnection fee(s) are paid in full at the Water Works office.

There will be a \$45 charge for all returned checks.