

## **RULE 4: BILLING AND PENALTIES**

**Resolution 2016-02 dated 1-7-2016:**

**Resolution 2021-10 dated 7-1-2021:**

**Resolution 2025-10 dated 3-6-2025:**

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 front of the building or in the parking lot by the alley. Payment may also be paid online at [www.osceolawaterworks.com](http://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.

### **Penalties**

All accounts will receive a 10% penalty for any outstanding amounts owed after 4:00 p.m. on the 15<sup>th</sup> of the month. If a payment is made by our online payment website, it must be made by the 14<sup>th</sup> 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 (15<sup>th</sup>) for a period of twelve months (one year) prior. The request needs to be submitted in writing to the Water Works office. If a waiver is granted, a credit will be placed on the utility account for the next available billing.

If the 15<sup>th</sup> of the month falls on a weekend or holiday, the penalty will be assessed after 4:00 p.m. on the first business day after the 15<sup>th</sup> 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 place one telephone call to the customer of a commercial account the day before the service is subject to disconnection. Customers are responsible for making certain current phone contacts are provided.

### **Reconnection Fees**

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 processed 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 12:00 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.

Osceola Water Works will not be responsible for stop boxes, discovered in the disconnection process to be in an inoperable condition or for stop boxes that may become inoperable when Osceola Water Works staff operates them during the disconnection or reconnection process.

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.

### **Returned Payments**

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

Upon notification of a returned payment, Osceola Water Works will charge the payment back to the utility account and apply the \$45 charge. Written communication will be sent out from Osceola Water Works regarding the returned payment. The returned payment plus a \$45 charge will be required to be paid within twelve business days of the date the returned payment is received by Osceola Water Works. The timeframe for this payment is 12:00 p.m. on the twelfth day. Osceola Water Works staff will place a telephone call to the customer. A timeframe of up to 3:00 p.m. will be given. If the customer does not respond or pay by 3:00 p.m., the service will be disconnected. To get services reinstated, the customer must pay the balance owed plus the reconnect fee.

Upon receiving two returned payments within any given twelve-month timeframe, only cash payments will be accepted as a form of payment. A customer can request to use credit/debit or check payment methods after their account has been paid by the due date for a period of at least three months. The request needs to be submitted in writing to Osceola Water Works. If a payment method change is granted, the payment from the customer can not be returned for any reason, or the customer will be placed on cash only status for the lifetime of the account.

### **Payment Arrangements**

Osceola Water Works offers a customer the capability to extend their due date by filling out a payment arrangement form and paying half of the current bill. The customer may extend the payment amount three months as long as their current utility bill is paid by the 15<sup>th</sup> of each month (as stated on the payment arrangement form). The form is available for customers in the Water Works office, online and can be mailed, faxed or emailed.

If payment is not received by 8:30 a.m. the morning of the agreed time on the payment arrangement form, a call will be placed to the customer. A timeframe of up to 3:00 p.m. will be given. If the customer does not respond or pay by 3:00 p.m., the service will be disconnected. To get services reinstated, the customer must pay the balance owed plus the reconnect fee.