

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Customer Payment Arrangements
POLICY NUMBER: 3031
ADOPTED: January 9, 2007
AMENDED:

3031.10 To maximize efficiency and reduce costs to all customers, payment on accounts are typically requested from customers once each month. Partial payments are not accepted, due to processing cost.

Upon request, the General Manager or Office Manager may grant approval of special arrangements to be made for payment of the following fees when an extreme hardship exists:

3031.11 Regular monthly service charges for water and sewer services.

3031.12 Reasonable payment schedule following receipt of delinquency “shut-off” notice.

3031.13 Connection fees.

3031.20 When payments are to be made at the close of escrow and property is not sold, arrangements must be made for payments to continue on a regular basis.

3031.30 Occasionally, customers accumulate a credit balance on their accounts. The District will not refund customer credit balances unless the property has sold and changed ownership. The credit balance will remain on the customer’s account until such time as the monthly water and/or sewer charges have depleted the credit balance.