

1.1.1. Treated Water Sales

This policy describes the process followed by Grizzly Flats Community Services District (“District”) for the collection of delinquent accounts, including notifications, fees and lien filing due to non-payment.

Lien Filing Due to Non-Payment

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Billing Procedure:

Customer meters are read by the District between the 18th and 22nd of each month. Statements are distributed on the last business day of each month for those charges. Statements will be mailed unless the customer requests electronic delivery. Water charges shall be considered delinquent if not paid by the 15th of each month.

Failure to receive a billing statement shall not relieve the customer of their payment obligation to the District. Payments must be in our office by the date and time specified to avoid penalties or lien notices.

Payment Options:

Customers have several different ways to pay their water bill. The District accepts cash, checks, money orders or credit cards. Payments can be made:

- In person at the District office during our normal business hours.
- Dropped off in one of our “Payment Drop boxes” after hours (located next to the office door and at the bottom of our driveway – do not leave cash).
- Mail payments to: PO Box 250 Grizzly Flats, CA 95636-0250
- Pay online through one of the 3rd party vendors who process payments for us:

- Official Payments – \$2.95 flat fee, use the green “Pay Now” button on our website.
- The “Customer Web Portal” - \$2.50 or 2.5%, whatever is greater, make a one-time payment or sign up for recurring payments.

Late Charges:

1st Tier Late Charge - If payment is not received in the District’s office by 9:00 AM on the 21st of the month, 10% of the current charges due shall be applied to all accounts with a balance over \$5.00.

2nd Tier Late Charge – If an account goes unpaid for two months, a charge of 10% on the current charges and 1% of the past due charges shall be applied to all accounts. Payments must be received in the District office by 9:00 AM on the 21st of the month to avoid this charge.

Account balances that remain unpaid for 120 days are subject to a lien being recorded against the property and may be collected through the property taxes on an annual basis.

Lien Filing Due to Non-payment:

All lien filings due to non-payment will comply with California Government Code Section 61115. Nothing in this policy prevents the District from disconnecting water service due to an unauthorized action of a customer or violation of an ordinance or regulation.

Accounts that have balances which remain unpaid for 120 days or more may receive a lien notification letter by mail or e-mail. The notification states that if payment is not received within 30 days or if authorized, a payment plan established, a lien may be placed against the property with additional fees being assessed to the account. Once a lien is recorded, the customer will receive notification of the lien by mail and will be informed that if a payment is not made to satisfy the lien by July 1st of the current or following year, the lien may be assessed to the property owner’s property taxes. Any balances transferred to the property taxes cannot be collected by the District and must be paid to the El Dorado County Treasurer-Tax Collector.

Liens recorded prior to being assessed to the property taxes will be released by the District once the balances are paid in full, including all applicable fees. Customers may be required to provide proof of property taxes being paid in full in order to release any liens.

Per Ordinance 88-1, it is the customer's responsibility to have accurate contact information on file with the District. Mailing addresses and emails listed on the customer's account will be used to make notifications, but the lien filing process will not be delayed due to a lack of contact information.

The customer shall contact the District to either pay the account in full or request an alternative payment arrangement before 12:00 PM (Noon) on the lien filing date. Options for alternative payment arrangements are detailed in this policy.

Once a lien has been filed, a notice will be sent to the customer notifying them of the process to get their lien released. The letter will inform them of the current amount due and the date the lien will be transferred to the tax roll if it remains unpaid. A lien is filed with El Dorado County Recorder's Office against the property for the full amount due plus 1.5% monthly interest. The current fee for filing a lien is \$230.

For active accounts, payment arrangements may be extended to eligible customers in order to avoid additional penalties and/or a lien from being recorded against the property for delinquent balances.

Amortization of Unpaid Balance – Customers may request a payment arrangement that spreads the past due balance over a period not to exceed twelve (12) months. Customers are responsible for paying both their current charges and the monthly amount agreed to in the amortization agreement. The monthly water statement from the District will show the total amount due on the account. A separate bill for the amortization amount will not be issued.

If a customer defaults on a payment arrangement, the account must be brought current prior to extending the payment arrangement. If a customer defaults twice within six months, payment arrangements may not be extended until the account is in good standing for six months. If a customer defaults three times within a twelve-month period, payment arrangements may not be extended until the account is in good standing for twelve months. A lien will not be filed so long as the payment arrangement is in good standing.

Customers who establish payment arrangements after receiving delinquency notices will be suspended from receiving additional notices or fees as long as the payment arrangement is honored as agreed. If customers default on this arrangement, the account will continue to receive subsequent delinquency notices and fees until paid in full and a lien may be filed if the account is 120 days or more delinquent.

Procedures for Returned Payments:

A charge of \$25 will apply to any payment not honored by your banking institution. The District will issue a notice to the customer and the customer shall pay all unpaid charges and fees within two weeks of the notice. Until such payment has been received, the account will be treated as past due and late penalties will be assessed. Two or more returned checks or e-checks in a twelve (12) month period will require payment in cash or money order for all future payments.

A customer, who's payment to avoid a lien or tax roll transfer isn't honored by their banking institution, shall submit a replacement payment in cash or money order within 48 hours to avoid a lien being filed immediately. Alternative payment arrangements will not be accepted.

Appeals Process:

Any customer of the District who disputes any fee or charge assessed by the District, or whose water service is liened by the District may appeal that action to the Board of Directors. Customers

must file a written appeal with the General Manager no later than 30 days from the date that the District assessed the challenged fee or charge.

Written appeals shall set forth the basis for the appeal and all facts upon which the appeal is based. No other basis or facts will be considered, except those specifically set forth in the written appeal. Late appeals will be automatically rejected. Applicable late charges will continue to accrue against any customer who has filed an appeal until the amount due is paid in full or the District orders otherwise.

Rental Properties

All accounts must be in the property owner's name (as listed by El Dorado County). Monthly water statements are sent to the owner. Electronic statements may be sent to the tenant, if requested by the owner. Payments may be made by the tenant, but ultimately, the owner is responsible for all charges and fees that accrue on the account. The owner is also responsible for keeping the District updated with the current tenants' mailing address, e-mail address (if applicable) and phone number. Notices will be sent to the owners' address. Alternative Payment Arrangements shall only be made with the owner of the property.