

**Public Water Supply District #3 of Johnson County
Policy and Procedures**

Policy / Procedure number: 2007-002

Subject: Lock offs

Approval Date: April 10th, 2007

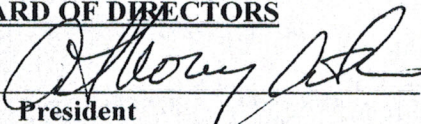
Revision Date: November 21, 2017

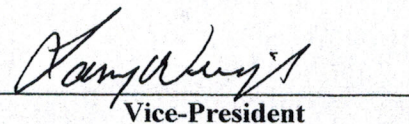
POLICY: If a past due balance is not paid by the due date of the following month the account is subject to disconnection without further notice. Two stipulations to disconnection would be the following:

1. If the past due balance is \$30.00 or under, the District will not disconnect the account.
2. A scheduled past due balance payment may be extended to a customer that is paying the entire balance of past due plus current billing. Payment must be scheduled before the disconnect date and paid via debit / credit or eCheck. Payment extension will not exceed the end of the month.

PROCEDURE: Any payment received after the due date will incur a late charge. Any payment that is not received by the end of the month will receive a courtesy reminder phone call. If a past due balance remains unpaid by the due date of the following month the account is subject to disconnection. If the past due balance is \$30.00 or under, the District will allow the past due balance to carry over to the following month without disconnection. The PWSD No. 3 office staff has authority to schedule a full balance payment for a future date, not to exceed the end of the month. Customers must pay the entire balance via debit / credit or eCheck and payment must be scheduled before the disconnect date. All late penalties and processing fees will apply. If a scheduled payment for a past due balance is declined, disconnect will occur immediately. If an account is disconnected for non-payment, the service fee will be applied regardless if the water is physically turn off. PWSD No. 3 will not be liable for any damage when disconnection is made. Service shall be reinstated once the past due amount plus the service fee is paid in full. All reconnections will be done at the convenience of District personnel.

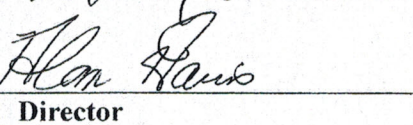
**FINAL APPROVAL
BOARD OF DIRECTORS**

By: 
President

By: 
Vice-President

Date: 11/21/2017

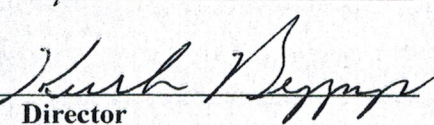
Date: 11/21/17

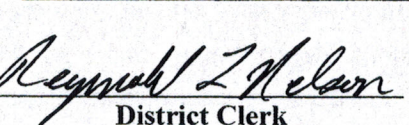
By: 
Director

By: _____
Director

Date: 11.21.17

Date: _____

By: 
Director

By: 
District Clerk

Date: 11-21-17

Date: 11/21/17