

King Creek Water Supply Corporation

CORPORATE POLICY

CP05 – Service Disconnect for Non-Payment

1.0 Policy

- 1.1 King Creek Water Supply Corporation (KCWSC) will disconnect service to accounts that are delinquent and have not been paid in full by the 15th calendar day (16th if termination date falls on Sunday) after the past due date declared on the bill.
- 1.2 This policy shall comply with The Public Utility Commission's rule in Title 16, Chapter 24 Texas Admin. Code § 24.173(d) prohibiting KCWSC from imposing a late fee or from disconnecting your retail water service for nonpayment of bills that are due during an extreme weather emergency until after the emergency is over.

2.0 Execution and Collection

- 2.1 A written demand notice will be mailed by KCWSC to the account address on file, using regular USPS delivery, the first business day following the original billing due date.
- 2.2 Fees will be charged to the Account in accordance to the KCWSC Tariff as applicable.
- 2.3 KCWSC will not accept payments placed in the Meter Box or left at the Water Plant (well).
- 2.4 KCWSC will not accept responsibility of lost or late payments.

3.0 Applicability

- 3.1 This policy has been adopted and placed into effect by the KCWSC Board of Directors as recorded in the Meeting Minutes noted below.

4.0 Definitions

- 4.1 *Due Date* – The date in which a payment must be made by. Declared on the bill.
- 4.2 *Past Due* – An account that has not made payment on or before the stated due date on the bill.
- 4.3 *Delinquent* – An account that has not met the conditions of the demand notice.

5.0 Responsibilities

- 5.1 President
 - 5.1.1 Oversee the implementation and execution of this procedure.
 - 5.1.2 Review all delinquent accounts and authorizes Operator-Account Manager actions for all Past Due, Delinquent account, and service disconnects.
- 5.2 Operator - Account Manager
 - 5.2.1 Execute service disconnects and collection of payments per this Policy and Tariff.
 - 5.2.2 Provide monthly status of all accounts and service disconnects to the Board.

Approved by the KCWSC Board of Directors on this date: 2-15-2023

President: *Kathleen Eckel*

Secretary: *Dan Kellan*

