HVWP LATE (Delinquent) PAYMENTS POLICY

Payment must be physically received at our office by 3:30PM on the due date listed on the water bill, unless a written payment plan approved by the Precinct is in place. The bill displays what amount to pay if payment has not been received by 3:30PM on the due date. On or about the start of the next business day after the due date, HVWP will apply a Late Payment Fee to any unpaid accounts. Late Notices identifying the outstanding balance including the late fee will be sent out to customers using their preferred method of communication.

Approximately three weeks after the late fees are applied, Final Notices will be generated for any unpaid accounts, unless a written payment plan approved by the Precinct is in place. A Shutoff Notification Fee will be applied to any account for which a Final Notice is generated. Final Notices will include a date for termination (shutoff) of water service, if the account continues to remain unpaid. Final notices will be delivered at least 14 days before the shutoff date.

The full balance must be received at our office by 3:30PM on the day before the shutoff in order to avoid termination for non-payment. HVWP reserves the right to disconnect service to any accounts with an outstanding balance at that time. Precinct field staff will proceed with any required shutoffs at the start of business on the shutoff date.

A Disconnect Fee will be applied if service is terminated for non-payment. The full outstanding balance (including the Disconnect Fee, Shutoff Notification Fee and Late Payment Fee) plus a Reconnect Fee must be paid to restore service. If HVWP restores service outside of the normal working hours of the field staff, an after-hours labor charge will also be applied. The after-hours labor charge will include a minimum of two (2) hours of labor.

All fees and charges are updated annually on HVWP's Rate & Fee Schedule.

Example Timeline (First Quarter)*

- *On or about December 31* - Meters read for preceding quarter.
- *No later than February 1* - Bills generated and posted to accounts. E-bill customers receive their bills immediately. Paper bills mailed.
- *On or about March 3* - Payments due in office/Customer Portal by 3:30PM.
- *March 4* - Late Fees assessed on accounts (unless prior arrangements have been made with HVWP); Late Notices sent.
- *On or about March 25* - Shutoff Notification Fees assessed (unless prior arrangements have been made with HVWP); Final Notices sent.
- *On or about April 8* - Payments due in office/Customer Portal by 3:30PM.
- *April 9* - Shutoffs initiated; Disconnect Fees applied.
- *Varies* - Water turned back on for accounts paid in full. Reconnect Fees applied. After-hours charges applied as applicable.

** Note: Example is hypothetical and provided for customer convenience only. Actual dates will vary for each quarter and every year.*