



## INDIAN HILLS GENERAL IMPROVEMENT DISTRICT

### IHGID Account Policy 2009P-01:

**Purpose:** The purpose of this policy is to ensure that all accounts are paid in a timely manner and that property owners are ultimately responsible for the costs of District services benefitting their property.

On January 21<sup>st</sup> 2009 the Indian Hills GID (the "District") board of trustees resolved that all water, sewer and other accounts are to be maintained only in the owner's or the owner's agent's name. An agent may only be designated in writing by the owner. A "care of" name is permitted with the owner's permission. The property owner **MUST** complete and sign a request for water and/or sewer service form. Failure to do so may result in disconnection of services.

Every owner of property within the District whose property receives sewer and/or water services from the District is responsible to pay any and all connection charges, rates and fees for such services as may from time to time be established. All service locations which are physically connected to the District's systems shall be assessed the monthly base fee, regardless of whether service is being provided/accessible and regardless of the status of the customer's account.

Parcels without a structure may physically disconnect from the District's system to avoid the monthly base fees by removing the meter. At the time of reconnection, the District will evaluate the prior water service connection. If a new digital meter and/or compatible meter pit is required, the District will provide a cost analysis to the owner. All replacement meters shall comply with the District's then applicable meter standards for new construction, which may require replacement of the existing meter pit. All fees associated with the reconnection are payable prior to reconnection, all of which is the owner's responsibility.

In addition the property owner is responsible to pay all reasonable attorney's fees, court costs and filing fees incurred by the District to enforce any of its rules and regulations or to collect any sums owed to the District. In the event the property is occupied by a tenant, the owner remains responsible for charges incurred by the tenant. Any account that is 35 days or more delinquent will be mailed a notice of delinquency and given 5 days to pay at least 50% of the current balance. If payment is not made the District will post a 24-hour shut off notice upon the property. The account must then be paid in full within 14 days from the date of the first 24-hour shut off notice. Failure to pay will result in a second 24-hour shut off notice. If the account is not paid in full within the second 24-hour notice, service to the property will be disconnected and a reconnection fee, as set forth in the District's Fee Schedule will be added to the account. Reconnection will not occur until the account is paid in full. All balances not received by the District by 4:00PM on the last business day of each month will be deemed late, and will be charged a 10% late fee.