

<b>Montague Sewer &amp; Water Treatment and Collection Corporation Policy</b>		
<b>Name:</b>	<b>W&amp;S Collections Policy</b>	<b>Policy Number: WS-01</b>
<b>Committee</b>	<b>Montague Sewer &amp; Water Treatment and Collection Corporation</b>	<b>Approval Date: Feb. 2013</b>

1. When sewer and/or water service is available to a Montague Sewer & Water Treatment and Collection Corporation customer, and that customer is subject to payment to the Montague Sewer & Water Treatment and Collection Corporation, this policy will prevail.
2. Bills are sent out by the Montague Sewer & Water Treatment and Collection Corporation on a quarterly basis.
3. Amounts over thirty days (metered) and over sixty days (unmetered) will be subject to late penalties on a monthly basis.
4. All accounts over 90 days past due will receive a letter requesting full payment within the next thirty days. (Appendix C-1, First letter)
5. All accounts over 120 days past due will receive a second letter (Appendix C-2, Second Letter). This letter will confirm that satisfactory payment arrangements must be made within the next 7 days and explain the consequences of not following the agreed terms (service discontinuance). The letter will also advise that if payment and/or arrangements are not made within the 7 day deadline, a stake advising of the date of service discontinuance will be driven on the property after that point.
6. Customers who do not pay the full outstanding amounts will be asked to sign a payment contract to clear any outstanding account balance (Appendix C-3, Payment Contract).
7. If no response or payment is received after the second letter deadline, a stake will be driven on the property advising of the date of service discontinuance.
8. If there is no response to the stake being driven on the property, service will be discontinued on the date written on the stake.
9. If a utility customer does not honor the payment contract, or payment arrangements, they will receive a 48 Hour Disconnect Notice (Appendix C-4, Disconnect Notice) and will be required to pay the account **in full** or service will be discontinued. A 48 hour notice must be physically placed on the overdue property to provide notification of disconnection to the person(s) living there.
10. Suitable payment arrangements for customers owing over \$500 is based on 5% or \$100 per month, whichever is greater. The minimum monthly suitable payment arrangement is \$100.00. The customer is also required to keep their most recent quarterly bills up to date. The maximum time limit for repayment of arrears is 24 months.