

Wintergreen Woods Water Utility (WWWU) Delinquent Account Policy

All water utility fees shall be paid in full by the dates approved by the general membership at the Annual General Meeting (AGM) and published on the WWWU website.

Delinquent accounts shall be processed as follows:

14 days PAST DUE

- Letter sent to current address on file advising property owner that WWWU water fees are now past due and must be paid immediately.

30 days PAST DUE

- Letter sent to current address on file advising property owner that WWWU water fees are now 30 days past due and must be paid immediately. The payment will include a late penalty administrative fee of **\$50**. The WWWU executive board members may make other attempts to communicate (phone, door knock) with property owner advising of the overdue account.

60 days PAST DUE

- Water service shut-off process will be initiated.
 - An advisory NOTICE OF DELINQUENCY will be placed on the front door or other prominent location advising providing 72 hours notice of intentional delinquent account water interruption.
 - The WWWU Maintenance operator crew will be advised of the property address and time to turn off water at the main valve of the property and install a locking device.

Reconnection Process:

- Water service will be reconnected after the water utility fees are paid in full. This will include an additional reconnection fee of **\$100** administration plus any operator charges.

NOTE: Any external or internal damage to the property (e.g. in-floor water heating system) that may be attributed to an intentional delinquent account water interruption as described above will be the sole responsibility of the property owner.

WARNING: Tampering with the locking device and/or the water main valves will be considered a serious offense (theft) and appropriate authorities will be advised. This may result in criminal charges.