

SHUTOFF POLICY

EFFECTIVE 5/20/13

The Member agrees to pay for water service at such rates, time and place, as determined by the Association, and agrees to pay such penalties as may be assessed by the Association for noncompliance with its Rules and Regulations. The bill due date is the 5th day of each month. The member is responsible for payment for all water used and the payment for such use is due each month regardless whether the Member receives or does not receive the Member's monthly bill.

Association bills are ordinarily mailed by the 15th day of each month and are due upon receipt. The Member's monthly payment must be received in the Association's office before 3:30 pm on the 5th day of the following month to avoid late fees and penalties. If the Association does not receive payment by that time and date, then on the 6th day of that month, the account is delinquent, a late payment fee will be assessed and a late notice will be mailed to the Member. The Member will have 15 additional days to bring the account current. If payment is not received at the Association office by 3:30 pm on the 15th day following the date of the delinquency, water service will be disconnected without additional notice, a disconnect fee will be assessed and the Member's meter will be sealed off. The Member will be assessed a tampering fee plus any and all costs to repair any device or for damage to any other Association property caused by the Member's action any and every time this seal is disturbed or broken.

After disconnection, a Member's account may be brought current at any time during the first 90 days following the date the delinquent account was originally due by paying the following to the Association:

1. The amount of the delinquent bill.
2. The disconnect fee as established by the Board.
3. All penalties or tampering fees associated with the account.
4. All current and late fees added to the account.
5. A refundable security deposit if required.

INACTIVE ACCOUNT POLICY

After 60 days has passed since the original due date, the Association will send one certified letter to the Member at the Member's last known address and at the Member's expense, notifying the Member that the account will become inactive after 90 days has passed since the original due date. Any Member's account that remains disconnected for a period over 90 days from the original due date will be considered an inactive account. Inactive accounts will not be assessed late fees or penalties and will not be billed the monthly readiness to serve fee once the account becomes inactive. The Association shall have the right to file a lien against Member's real property for the amount owed for past due water services, which lien shall be enforceable by foreclosure pursuant to laws of the State of Florida and this remedy shall be in addition to any and all other remedies available to Association. Once an account becomes inactive, the Member must pay the following to the Association to restore the Member's account:

1. The amount of the delinquent bill.
2. The disconnect fee as established by the Board.
3. All penalties or tampering fees associated with the account.
4. All current and late fees added to the account.
5. A refundable security deposit if required.
6. A reactivation fee as set by the Board.

INACTIVE ACCOUNT COLLECTION POLICY

The Association reserves the right to refer Inactive Accounts to a collection agency for collection at the Member's expense. Accounts which have been referred to a collection agency may be reinstated once the Member complies with the requirements of the collection agency and the Association Inactive Account Policy.

The FCWAI Board of Directors Revised and Accepted the following on 3/16/09

OWNERSHIP CHANGE OF AN INACTIVE ACCOUNT

If the ownership of an account property changes while that account is inactive, the new owner of the property may reinstate the account by completing the following steps:

1. A transfer packet must be completed by the new owner.
2. A reactivation fee must be paid as set by the Board.

VOLUNTARY INACTIVE ACCOUNT

A member on our system may elect to place their account in Voluntary Inactive Status if the following criteria is met:

1. The account must be current and the balance of that account must be zero.
2. Any Payment plans entered into with the Association must be paid in full.
3. The residence/commercial location must be:
 - a. A vacant lot or
 - b. Deemed uninhabitable by the Superintendent of the Association or
 - c. Be condemned by Citrus County.

The Member may reinstate the account by paying a reactivation fee as set by the Board.