

SHUTOFF POLICY

EFFECTIVE 5/20/13

REVISED 7/15/20

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 the 5th of the following month. The Member's monthly payment must be received in the Association's office before 8:30 am on the 6th day of the following month to avoid late fees and penalties. If the Association does not receive payment by that time and date, the account is delinquent, a late payment fee will be assessed and a late notice will be mailed to the Member. The Member will be issued a late notice with date of disconnect on this notice. If payment is not received at the Association office on disconnect date listed on the late notice prior to the lock off list being generated, a disconnect fee will be assessed, water service will be disconnected without additional notice and the Member's meter will be sealed off. All past due charges in addition to the disconnect charge will be required to be paid in full prior to the meter being unlocked and water service restored. 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. All charges on account are due in full if a tamper fee is assessed.

After disconnection, a Member's account may be brought current at any time prior to the Member's account being placed in a deactivated status due to nonpayment by paying the following to the Association:

All unpaid water, overage, late, disconnect, penalties, tamper, and any misc. fees associated with this account

DEACTIVATED ACCOUNT POLICY

After 60 days has passed since payment has been made on the account, 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 deactivated if payment is not made within 30 days of the post marked letter. Any Member's account after the 30 days from the certified shut off letter post mark will be considered a deactivated account. A lien will be placed and the property for the amount unpaid and the account will be placed in deactivated status. Deactivated accounts will not be assessed late fees or penalties and will not be billed the monthly readiness to serve fee once the account becomes deactivated. Once an account becomes deactivated, the Member must pay the following to the Association to restore the Member's account:

1. Satisfy any unpaid liens on property due to Association, if applicable
2. All unpaid water, overage, late, disconnect, penalties, tamper, and misc. fees associated with this account.
3. A reactivation fee as set by the Board.

DEACTIVATED ACCOUNT COLLECTION POLICY

The Association reserves the right to place liens on Inactive Accounts due to nonpayment as set forth in our Rules and Regulations. Deactivated accounts with liens placed against them will require the amount of the lien due to the Association and a reactivation fee to be paid in full in order for water service to be restored to property. Reactivation fees are set by the Board and are subject to change.

OWNERSHIP CHANGE OF A DEACTIVATED ACCOUNT

If the ownership of an account property changes while that account is deactivated, 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. Satisfy any unpaid liens on property due to the Association, if applicable.
3. Satisfy any written off amount on Membership to place membership back to good standing.
4. Pay a reactivation fee in order to have water services restored.

If the new owner of the property opts to not satisfy the deactivated account and reactivate the membership to bring the membership to a good standing status. A new membership would be required for water service to be established.

VOLUNTARY DEACTIVATED ACCOUNT

A member on our system may elect to place their account in Voluntary Deactivated 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.