

ENTRANOSA WATER & WASTEWATER ASSOCIATION

(505) 281-8700

BILLING POLICY

RATES & FEES:

Administration Fee/Standby Charge:	\$16.00/month
1,000 - 9,000 gallons/month	\$ 3.93/thousand gallons
10,000 - 20,000 gallons/month	\$ 5.36/thousand gallons
21,000 gallons/month & up	\$ 6.76/thousand gallons

WASTEWATER/SEPTIC PROGRAM:

Please call for rates

If a meter is in the ground and not in use, a standby charge equal to the monthly administration fee will be assessed.

Water bills are the responsibility of the Member. If you are renting or leasing your property, please notify the office so that we may inform you of any past due charges. Unpaid charges from previous tenants that are 30 days past due could result in disconnection of service and the charges will ultimately become the responsibility of the Member.

PAST DUE PAYMENTS:

Payments are past due if they are not received in the office of Entranosa by the **20th of each** month.

PENALTY CHARGES:

For payments not received by the 20th, a fee of \$10.00 will be assessed on the outstanding balance.

Payments are due by the 20th of each month. We assess penalties on the business day following the 20th of each month.

RETURNED CHECK FEE:

Each time a check is returned to our office for non-sufficient funds or a draft is refused on an account, a \$30.00 fee will be assessed on the unpaid balances. We will require cash or money order after 3 separate incidents.

SERVICE CUT-OFF/DISCONNECT FEES:

If an account becomes **delinquent after the 20th** of the month, your service may be disconnected – **Your bill will serve as your disconnect notice if you are past due.** If payments are not brought current and paid in full by the 10th, following billing, service may be disconnected and fees will be assessed to unpaid balances. A \$30.00 fee will be charged to turn the water off. A \$30.00 reconnect fee will be charged to turn the water on. All fees, charges, and unpaid balances must be paid in full. If a Rental or Real Estate Contract account becomes delinquent and is not paid by the 20th of the month, service may be disconnected immediately.

LOCK METER POLICY / REMOVAL METER POLICY:

1. If a balance becomes 120 days delinquent, the meter will be disconnected and a reconnect fee of \$400.00 must be paid prior to reinstatement of service.
2. For a fee of \$90.00, the member may have a meter that is not being used, removed in order to eliminate the standby charge. This service must accompany a written request for removal. There will be an additional \$90.00 fee to have the meter reinstalled.
3. Service will not be restored until all past due charges or fees are paid in full. This includes the fees for locking a meter, removal of a meter, and reinstallation of a meter, whichever apply.