

## **Forest Hills Metropolitan District Resolution on Past Due Accounts Adopted July 9, 2014**

In order to insure the timely and equitable collection of water and sewer revenues, the Board hereby adopts the following procedure for past due accounts:

1. When an account is more than 60 days past due, the District Manager will send to the customer by mail (and by email, if possible) a letter asking that he or she contact the District by phone to discuss payment. This letter will also state that:
  - a. The Customer may appear before the Board to discuss their situation.
  - b. The District has a forgiveness policy
  - c. Item 5-a below.
2. If the customer does not respond when the account is 75 days past due then the District Manager or his or her representative will attempt to call the customer to remind them of the account status and discuss payment.
3. When an account is more than 90 days past due, the District Manager will send to the customer by mail and by email, if possible, a letter stating that the account will be shut off the customer's water if the account remains unpaid when the account is 120 days past due.
4. When an account is 105 days past due, the District Manager will both send the customer by mail (and by email, if possible) a final warning letter reminding the customer that their water service will be shut on the specified date (120 past due date). District staff will also post a notice at the property.
5. Other Considerations:
  - a. If a customer has an unusual situation such as a death or illness in the family, the Board may grant up to a 60 day extension in the above deadlines. The customer or their representative must request this extension to the District in writing.
  - b. If a customer contends that the District's meter is faulty then the District will install a new smart meter into the customer's building. The customer will be responsible for the cost of the new meter if it appears that the previous meter was accurate and not faulty.

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