

Allegheny County Water District (ACWD) Policies & Procedures

Policy # 400 Customer Service:

It is the policy of ACWD to treat all customers equally and to protect customer confidentiality.

Customer Service Procedures:

Procedure 400.1 Shut-off notices: Per Ordinance #3 article 9 section 904 and as amended: On or near the 15th day of each month a 10-day notice shall be mailed to all accounts 30 days or more overdue. (attachment A) **Past due balances of \$10.00 or less shall be ignored for the purpose of shut-off notices. If the customer is a tenant, all shut-off notices must be mailed to both the owner of the property and the tenant.**

If payment for a 10-day notice is not received by the tenth day (excluding weekends and holidays) then a 48-hour shut-off notice shall be posted at the premises. (attachment B) Staff shall consider all circumstances before shutting off service and shall comply with Gov. code sections 60370 through 60374. State law provides that water shall not be shut-off if the responsible party is ill and is residing at the premises.

District staff shall utilize the attached check-off list for all water shut-offs and reconnections. (attachment C)

Procedure 400.2 Payment Plans: Any customer wishing to do so, may set up a payment plan in order to avoid a discontinuance of service. The customer shall contact the district bookkeeper or designee to set-up a payment plan. The general guidelines for payment plans are: The maximum number of monthly installments is six. The first payment will be due within 30 days of establishing the plan. A payment plan summary shall be mailed to the customer in order to avoid misunderstandings. All subsequent water bills must be kept current during the duration of the payment plan. If the current bill is not paid on-time a shut-off notice will be sent per procedure 4.1 and the payment plan shall be voided.

Procedure 400.3 Bounced Checks: In the event that a check used to pay a water bill is returned due to non-sufficient funds a \$25 fee shall be billed to the customer due upon receipt. The related water bill payment shall be voided and as applicable per Ordinance #33 late fees of 10% shall be added to all balances not paid on or before the first day of the month following the original due date.

Procedure 400.4 Water Leak Adjustment: Customers who experience a water leak may apply for a Water Leak Adjustment Credit by completing a Water Leak Adjustment Request Form (attachment D) Customers must provide an explanation of the leak and have the Water Treatment Operator or designee verify and sign-off that the leak has been repaired or mitigated by shutting off the water. Each water service shall be eligible for not more than one Water Leak Adjustment Credit in any twelve-month period. The completed Water Leak Adjustment Credit Form must be submitted to the district bookkeeper or designee. The Water Leak Adjustment Credit shall equal 50% of the overage charges for water during the month of the leak (flat rate is excluded). Any late fees or other charges shall not be included in the water-leak adjustment credit. The bookkeeper shall document any leak adjustment credits that are issued as a footnote on the monthly treasurer's report (without identifying the customer) and shall maintain a detailed master list of all leak adjustment credits.

Procedure 400.5 Late Fees: Water bills not paid on or before the first day of the calendar month after the due date, shall incur a penalty of ten percent (10%) on the current balance.

This Policy overrides any ordinances or sections of ordinances in conflict with it.