

Dear _____,

The New Meadows City Council has recently revised Resolution 228-2017 Water/Sewer Billing Policy to deal with delinquent balances in a way that is more fiscally responsible. Since the water and sewer billings are the source of funding for the operations of municipal utilities in our community, it is imperative that we receive payment for service.

As of November 1, 2023, any customer who cannot pay their entire balance when due and has experienced a circumstance out of their control, may be eligible to enter an approved payment plan. **Calling City Hall to promise payment after the disconnect date is not considered a payment plan and will no longer delay disconnection of water services.** The payment plan will require the customer to pay the outstanding balance in full within 90 days while keeping the current bill paid each month. Payment plans will be approved of by the City Clerk or Mayor. If a customer misses a payment on the payment plan or does not keep the current bill paid and the account is 90 days delinquent, the service will be shut off. **Once the payment plan is completed and the account is paid in full, the customer's account will be given a credit equaling two months of late fees. If a payment plan is not completed as promised, the City will file a lien with the Adams County Recorder on the property where the utility service located equal to the amount outstanding on the account. A Deposit of \$150 will be required to reinstate service after payment in full is received.**

When an account has been delinquent for 60 days **(including will-serve accounts)**, the customer shall receive a notice that the account must be brought current within 30 days or a lien will be placed on the property and recorded with the Adams County Clerk.

If an account remains delinquent for 90 days, a lien will be filed with the Adams County Clerk for the full amount due on the account and a copy of the lien shall be sent to the customer. The lien will not be released until the account is paid in full. City water service shall remain shut off as long as a lien is in place. A Deposit of \$150 will be required to reinstate service after the lien is released.

The full text of the Water/Billing Policy is available online at newmeadowsidaho.us or at City Hall.