# Sunnyslope County Water District
# Customer Payment Arrangements Policy

## 8400: Customer Payment Arrangements Policy

**8400.1** Upon request by the customer, the Finance Manager may grant approval of special arrangements to be made for payment of the following fees when an extreme hardship exists:

**A.** Regular water and sewer service.

**B.** Reasonable payment schedule following receipt of delinquency "shut-off" notice.

**C.** Water and sewer deposit.

**D.** Final bill.

**8400.2** Monthly payments over a period not to exceed 12 payments. The payment arrangement made verbally with the customer will be followed up with a "Summary of Payment Arrangements" letter, documenting the arrangement in writing. (See sample Summary of Payment Arrangements letter attached).

**A.** When payments are to be made at the close of escrow but property is not sold, arrangements must be made for payments to continue on a regular basis.

**8400.3** Customers with approved payment arrangements are exempt from the Administrative Collection Fee as long as the payment arrangements are met. They will, however, still be subject to the late fees.

Policy Approved: July 14, 2011
Date