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WEVD Water Department Collection Policy

PURPOSE:

This policy is to outline the collection procedure for the Waterville Estates Village District (hereinafter WEVD) Water Department as outlined by the Water Ordinance adopted August 16, 2021, as well as RSA Chapter 38.

PROCEDURE:

A reminder, both written, and, if possible, electronic, will be sent to all outstanding accounts the week after the bill is due and either a statement or the invoice will be included with the reminder. Reminder letters referenced hereinafter will not be sent earlier than the day specified but will be sent as soon as reasonable after the date.

All accounts at least thirty days (30) past due will be assessed a 1% finance charge on the first of each month (totaling 12% annually) until the balance of the unpaid bill(s) is/are paid in full. A statement will be sent to all accounts with an outstanding balance detailing the total monies owed to WEVD Water Department.

After ninety days (90) past due, letters requesting payment will be sent to all accounts with outstanding balances. Those properties using water will also receive a notice outlining their date of disconnection for nonpayment. Disconnection will follow guidelines set in RSA 38 and WEVD Water Ordinance at the direction of the Commissioners. Once payment of all past due invoices has been made in full water will be reconnected during regular business hours. Those properties with outstanding balances which cannot be physically disconnected from water services will be subject to a lien for the full amount owed to the WEVD Water Department in accordance with RSA 38:22 (see below).

In accordance with RSA 38:22, WEVD may secure a lien on the property for all unpaid water bills. Waterville Estates Village District may place a lien after water bills are unpaid for eighteen (18) months or the balance owed exceeds \$2,000 with the Grafton County Registry of Deeds. This will be done following a Board of Commissioners vote.

Effective date: January 19, 2022

Adopted on: January 19, 2022

Amended: August 27, 2022

Commissioner

Commissioner

Commissioner