



HAUSER LAKE WATER ASSOCIATION

Policy and Procedure Document: Late Payments

Purpose

The purpose of this policy is to establish clear guidelines and procedures for handling late payments by members of the Hauser Lake Water Association. This policy ensures that all members understand the expectations and consequences of late payments while providing a fair and consistent approach to managing such instances.

Scope

This policy applies to all members of the Hauser Lake Water Association who receive water services and are required to make monthly payments.

Payment Due Date

Payments for water services are due on the 20th of each month. Members are expected to make their payments on or before this date.

Late Payment Definition

A payment is considered late if it is not received by the close of business (5:00 PM) on the 20th of the month.

Late Fee

A late fee of \$5.00 will be applied to any payment not received by the due date. This fee is intended to encourage timely payments and to help cover the administrative costs associated with managing late payments.

Notification of Late Payment

If a payment is not received by the due date, a late payment notice will be sent to the member within five (5) business days. This notice will include:

- The amount of the late payment.
- The \$5.00 late fee.
- The total amount due, including the late fee.
- Instructions on how to make the payment.



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Past Due Accounts

Accounts with a past due balance of \$150 or more, or that are 90 days overdue will result in the disconnection of water service. To have service reconnected, the member must:

1. Pay the full balance due, including any late fees.
2. Pay a turn-on fee of \$100.00.

Payment Arrangements

Members who are unable to make their payment by the due date are encouraged to contact the Hauser Lake Water Association office as soon as possible to discuss potential payment arrangements. While the late fee will still apply, the Association will work with members on a case-by-case basis to establish a reasonable payment plan.

If a member enters into a payment arrangement and fails to comply with the agreed terms, the full outstanding balance will become immediately due. At that point, the account will be subject to service disconnection, following the procedures outlined in this policy. All late fees and the \$100.00 turn-on fee must be paid for service to be restored.

Delinquency and Service Disconnection

If payment, including the late fee, is not received within thirty (30) days of the original due date, the account will be considered delinquent. The following steps will be taken:

1. **Second Notice:** A second notice will be sent, informing the member of the delinquency and the total amount due.
2. **Final Notice:** If payment is not received within ten (10) days of the second notice, a final notice will be sent, indicating that service will be disconnected if payment is not received within ten (10) days of the final notice.
3. **Disconnection:** If payment is not received by the deadline indicated in the final notice and the account has a balance of \$150 or more or is 90 days overdue, water service will be disconnected.

Reconnection of Service

To have service reconnected after disconnection due to non-payment, the member must:

1. Pay the full amount due, including all late fees.
2. Pay a reconnection fee of \$100.00.
3. Contact the Hauser Lake Water Association office to schedule the reconnection.

Dispute Resolution

Members who believe they have been incorrectly assessed a late fee or who have a legitimate dispute regarding their payment are encouraged to contact the Hauser Lake Water Association office within ten (10) days of receiving their late payment notice. The Association will review the case and respond within ten (10) business days.



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Payment Methods

Payments can be made using the following methods:

- **Secure Drop Box:** Place payments in the secure drop box at the Hauser Lake Water Association office, located at 8462 N Cloverleaf Rd, Hauser, ID 83854.
- **Mail:** Mail payments to Hauser Lake Water Association, 8462 N Cloverleaf Rd, Hauser, ID 83854.
- **Online:** Pay online through the Nexbillpay payment portal on our website.
- **Financial Institution:** Arrange payments through your financial institution's bill payment options.

Review and Amendments

This policy will be reviewed annually by the Board of Directors and may be amended as necessary. Any changes will be communicated to the members in a timely manner.

Hauser Lake Water Association Contact Information

- **Address:** 8462 N Cloverleaf Rd, Hauser, ID 83854
- **Phone:** (208) 786-0670
- **Email:** hauserwaterinfo@gmail.com
- **Website:** www.hauserwater.com

Effective Date: 10/01/2024

Last Revised: 09/04/2024

Approved By: Hauser Lake Water Association Board

Appendix: Payment Methods and Contact Information

Payment Options:

- **Secure Drop Box:** 8462 N Cloverleaf Rd, Hauser, ID 83854
- **Mail:** Hauser Lake Water Association, 8462 N Cloverleaf Rd, Hauser, ID 83854
- **Online:** Via our website through the Nexbillpay portal or visit <https://new.nexbillpay.net/hauserlakewa/>
- **Phone Payments:** Nexbillpay (877) 840-5598, Monday through Friday from 8 am to 5 pm Central Time (two hours ahead)
- **Financial Institution:** Through your bank's bill payment option