Forest Lakes Mutual Water Company

BILLING AND PAYMENT POLICY

Forest Lakes Mutual Water Company charges an Annual Assessment. Assessments are invoiced in December of each year for the following fiscal year. Payment of the annual assessment is due by January 15th.

ALTERNATIVE PAYMENT PLAN

FLMWC also offers an alternative payment plan. Shareholders may extend payments over a period of eleven (11) months, beginning in January and continuing through November.

Statements will be sent at the end of each month to shareholders with an open balance.

There is a $8.00 per month statement billing fee charged for each monthly billing cycle until the annual assessment is paid in full. Payments of less than the monthly installment amount as stated on both front and back of each statement does not relieve shareholders from potential discontinuation of service.

The required minimum monthly payment, as indicated on the statement, is due by the 15th of each month.

The current assessment balance can be paid in full at any time, however, no discount is offered for early payment.

LATE PAYMENTS & FEES

Accounts with the minimum required payment received after the 25th of each month will be considered delinquent and assessed a **$10.00** late fee. ***Postmark dates*** will not be considered as proof of timely payment. Accounts with monthly payments less than the minimum required will also be considered delinquent and assessed a **$10.00 late** fee. Accounts will incur a **$30.00** fee for check payments that are returned due to non-sufficient funds or account closures.

Unpaid accounts or insufficient payment amounts (partial payments less than monthly minimums) will be subject to water disconnection as listed below.

Payments may be made by personal check, money order, cashier's check, or cash. Payments submitted must equal or exceed the minimum amount due shown on the invoice or statement.

FLMWC will accept cash only if handed directly to an office employee.
Shareholder must wait for a receipt.

Excessive Water Use and other fees are billed monthly when applicable and are due within 30 days.

Make checks payable to and mail to or drop-off at:
FOREST LAKES MUTUAL WATER COMPANY
910 Fern Avenue, Felton, CA 95018-9654

Forest Lakes Mutual Water Company

DELINQUENT ACCOUNTS

Delinquent accounts will be subject to disconnection of water service.
The Collection Process:

- Shareholders who do not make the minimum required payment by the 25th of the month will receive a collection notice indicating the current amount due plus any applicable late fees due by a specified date (no less than 15 days after the date of the notice).
- If payment is not received by the due date stated on the first collection notice, a second notice will be sent, indicating the total account balance and fees due by a specified date.
- Shareholders whose accounts have been delinquent for 60 days will be subject to disconnection of water service and will be required to immediately pay the total account balance due as well as associated late fees before water service can be restored.
- A final notice requesting payment will be sent a minimum of 15 days prior to service disconnection.
- Should payment not be received a notice will be physically placed at the residence giving notification that water service will be discontinued in 7 days.
- Properties with a delinquent account will be subject to placement of an assessment lien filed with the Santa Cruz County Recorder.

DISCONNECTION OF WATER SERVICE

Water disconnection will be scheduled no sooner than 60 days from the first date of delinquency. Should water service be discontinued, a reconnection fee of **$75.00** will be charged for reconnection during normal business hours of 8:00 am – 4:00 pm. A reconnection fee of **$150.00** will be charged for reconnection during non-operational hours.

Upon payment of the account balance due including accrued fees and the reconnection fee, water service will be reconnected.

ADDITIONAL ASSISTANCE

For assistance in reviewing or understanding an assessment invoice or monthly statement, contact the office during regular business hours, Monday – Thursday 8:30 am – 3:30 pm. Shareholders unable to phone during these hours may send an email requesting an appointment to forestlakes@cruzio.com.

Requests for other changes to payment/alternative payment plan due to hardship or other causes may be discussed and arranged with the general manager during regular office hours, Monday – Thursday 8:30 am – 3:30 pm. Shareholders unable to phone during these hours may send an email requesting an appointment to forestlakes@cruzio.com.

Additional resources for assistance in the payment of assessments will be available upon request.
To contest or appeal a bill, shareholders must contact the office and request an item be placed on the executive session of the next scheduled board meeting for discussion.

Prior to property transfer, accounts must be paid in full..