

# COLLECTIONS & ASSISTANCE FACTS



Warren Water District

2023

## COLLECTIONS OVERVIEW

- If a User fails to fully and timely pay all amounts due at the District Office by 4:00 P.M. on the fifteenth (15th) day of the month, the User shall pay a late fee of ten percent (10%) of the sum then due and unpaid.
- A Delinquency Notice for nonpayment shall be mailed to the User on the 20th day of each month, unless the 20th day of the month falls on a Saturday, Sunday or Federal Holiday.
- A Final Disconnection Notice will be mailed to User at least seven days before the Disconnection Date. If payment of all amounts due is not received in the District office by 8:00 A.M. on the date specified in the Final Disconnection Notice, the User's service will be disconnected.
- A \$50.00 Disconnection Fee will be added to the Users account once the service technician arrives at the property.
- A \$200.00 Tamper Fee is added to the Users account if illegal use is discovered (ex. cut padlock).

## DISCONNECTION OVERVIEW

- To have services reconnected the same day, the User must pay all amounts due, including the Disconnect Fee (and notify the office of phone or online payment), by 3:00 p.m. on the Disconnection Date.
- If payment is received after 3:00 p.m., service will be reinstated the following business day.
- If a Service Tech is available after 3:00 p.m, the User may pay a non-emergency charge of \$100.00 for same day re-connection. The decision as to whether a Service Tech is available for re-connection shall be in the sole discretion of Warren Water District.

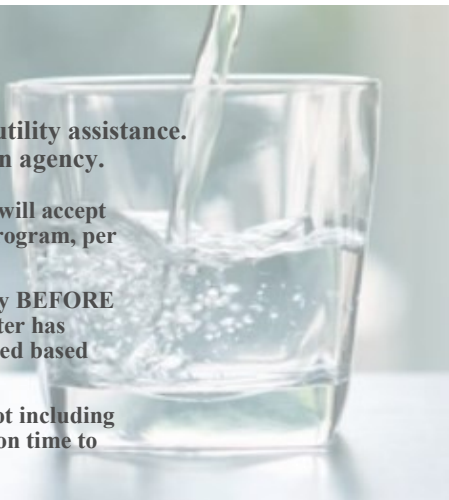
## PAYMENT ARRANGEMENTS

- If a customer is having difficulty paying the amount of their disconnect notice they may call the District office and work with a Customer Service Representative to set up a payment arrangement. A payment arrangement must be made before the actual disconnect day.
- In some instances, customers may not be eligible to make a payment arrangement based on their payment history.

## UTILITY ASSISTANCE

You may be able to apply for low-income utility assistance. Please contact your local community action agency.

- If your water is disconnected, the District will accept ONE promise to pay from an assistance program, per account.
- Otherwise, you must have a promise to pay BEFORE your water is disconnected. Once your water has been disconnected, it will not be reconnected based on approval of assistance.
- All new charges added to your account (not including the promise to pay amount) must be paid on time to avoid disconnection.



<https://www.maturacommunityaction.com/>  
641-782-8431



<https://www.warrencountya.gov/government/county-administration/general-assistance/>  
515-962-5132