

Policy Number: 2.5.1

Title: PENALTY WAIVER

Introduction:

The Alpine Springs County Water District Board sets financial management policies, as recommended by staff and advisory committees. This Penalty Waiver Policy for Utilities ("Policy") is designed to establish guidelines to allow for utility customer penalty waivers under qualifying circumstances.

Purpose:

The Penalty Waiver Policy for Utilities establishes a mechanism and authority for providing billing adjustments to forgive penalties of the one-time administrative charge of ten percent (10%) of the outstanding balance and the assessed finance charge of ten percent (10%) per year (0.8333% per month). An adjustment of the full amount of the penalty may be made one time during a thirty-six-month period.

Waiver of Penalty

If the account has not been paid in full within forty-five (45) calendar days after the billing date, the account is considered past due and assessed a one-time administrative charge of ten percent (10%) of the outstanding balance. In addition to the administrative charge, the account is assessed a finance charge of ten percent (10%) per year (0.8333% per month) on the outstanding balance to cover ongoing administrative costs of the District.

One penalty fee waiver may be offered to customers during a thirty-six-month period. District staff working with customers to bring accounts current may offer the penalty forgiveness without further approval. The associated customer may request penalty forgiveness. Such approval will be documented in the customer's account notes with the following information:

- Date of conversation with customer and customer's name requesting waiver
- Notes regarding customer's request or circumstances
- Date of waiver and amount
- General Managers approval of the waiver

Responsibility:

The General Manager will be responsible for the implementation of this policy.