

# **DVWD DISCONNECTION POLICY**

## **TERMINATION OF SERVICE WITHOUT NOTICE**

The District may disconnect water service without advance written notice under the following conditions:

- The existence of an obvious hazard to the safety or health of the customer or the general population.
- District has evidence of meter tampering or fraud.
- Unauthorized resale or use of the water service.
- Failure of a customer to comply with the curtailment procedures imposed by the District during supply shortages. Curtailment procedures are in the water agreement contract between the District and the Town of Prescott Valley.
- Failure to timely pay fees, charges, deposits or assessments (subject to the rules and requirements set forth herein.)

The District shall not be required to restore service until the conditions which resulted in the termination have been corrected to the satisfaction of the District.

## **TERMINATION WITH NOTICE - PROCEDURE FOR COLLECTIONS, LIENS AND DISCONNECTION OF SERVICE TO DELINQUENT ACCOUNTS.**

Delinquent accounts that are past due 10 days or more and will have a notice mailed by first-class mail addressed to the account owner as listed in the latest Yavapai County records.

The notice shall include the amount of the delinquent account which must be paid. On the 12th day of the delinquency a red tag will be placed at the service address, the final date on which payment must be received at the district office. Ignoring or not complying with the notice will result in a second red tag being placed at the service address stating that the water service has been disconnected. A final notice will be mailed to the account owner if the mailing address is different from the service address.

If payment is not received within the stated deadline, the district shall prepare and record a lien on the property for the delinquent amount due plus all associated penalties and collection costs.

A limited title search shall be ordered from a reputable title company and all interested parties listed on the report, including mortgage companies, shall be mailed by regular mail a copy of the delinquent bill plus applicable late fees. The cost of the title search and the cost to prepare and record a lien shall be assessed against the account holder of the actual cost of the title search and recordation of the lien.

After payment is received by the account holder in the District office, the District will contact a contractor to schedule a date for reconnection. All costs associated with reconnection thereafter shall be added to the account and such reconnection costs shall be considered delinquent if not paid within 30 days.

After all outstanding amounts, costs, fees and other charges are paid in full by the delinquent account, the District shall release the lien by appropriately recorded instrument. The cost for filing a Lien Release shall be added to the account and shall be considered delinquent if not paid within 30 days.