

RESOLUTION NO. 13-2022

**A RESOLUTION OF THE GOVERNING BOARD OF THE BONA VISTA WATER
IMPROVEMENT DISTRICT AMENDING THE DISTRICT'S COLLECTION
PROCEDURES**

WHEREAS, the Bona Vista Water Improvement District ("District") is an improvement district duly organized and existing under the laws of the State of Utah; and

WHEREAS, in the administration of local government matters, it is often necessary to implement various policies and procedures to help in the administration of business, protect employees, and to ensure the public receives the best service possible; and

WHEREAS, the District provides culinary water service and invoices customers for those services in accordance with an established rate schedule and billing policy; and

WHEREAS, each month a number of account balances are not paid and become delinquent; and

WHEREAS, the District expends a considerable amount of time and resources collecting on delinquent accounts, including costs associated with the temporary suspension of culinary water service; and

WHEREAS, in order to successfully provide consistent, uninterrupted delivery of culinary water to District customers, it is important that accounts remain current and that collections efforts are done in an equitable and consistent manner.

NOW THEREFORE, be it resolved by the Board of Trustees of the Bona Vista Water Improvement District, that the District's Collection Procedures attached as Exhibit A is hereby approved as amended. The District Clerk shall include this language with the general policies and is hereby authorized to adjust formatting and make other non-substantive changes as necessary to retain consistency with other approved policies.

APPROVED this 28th day of November, 2022.

BONA VISTA WATER IMPROVEMENT
DISTRICT

By 
Michelle Tait, Chair

ATTEST:

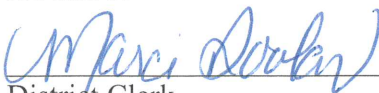

District Clerk

EXHIBIT A



Bona Vista Water Improvement District

2020 West 1300 North, Farr West, Utah 84404

Phone (801) 621-0474 Fax (801) 621-0475

COLLECTION PROCEDURES

Revised 11/2022

1. Customers receive their first statement within the first five days of the month. The due date is the last day of the same month.
2. If payment has not been received by the due date, the following month's statement will be mailed with a notice of "Past Due" printed on the payment stub, along with the following language: "Please remit payment by the 15th to avoid additional fees."
3. If payment has not been received by the 15th of the month, the entire account balance (past due charges, late fees, and current charges) is due immediately.
4. A shut off notice will be mailed giving the customer approximately 48 hours to pay the account in full to avoid disruption in service. A \$10.00 late fee will automatically be added to the account when the notice is created.
5. On a designated day of the month at 8 a.m., a \$25 administrative fee will be added to all past due accounts. Water service will then be shut-off to each account.
 - a. If payment is made during business hours, the account balance in full, including the \$25 administrative fee, will be required before restoring service.
 - b. If payment is made after business hours, the account balance in full, including a \$25 administrative fee and an additional \$10 afterhours fee, will be required before restoring service.
6. A delayed payment agreement form is available for those who have past due account balances which they cannot pay in full by the 15th of the following month.
 - a. Customers are encouraged to come to the office to fill out and sign the delayed payment agreement form.
 - b. If a customer cannot come to the office, they may send an email to customerservice@bonavistawater.com listing the account number, the amount to be paid, and the proposed date on which the payment will be made.
 - c. Payment arrangements require that the entire amount owing must be paid no later than the 5th day of the following month.
 - d. An approved payment agreement form overrides any due dates printed on bills or notices pertaining to the balance in question.
 - e. If payment is not made as agreed, water services to the property will be shut off the following business day and will not be restored until the agreed upon amount and all applicable fees are paid in full.
7. If water is shut off for non-payment and remains off for a period of 14 days, the account will be turned over to a collection agency and/or certified with the Weber County Treasurer to be included as a line item on the property tax notice. Total amount collected shall include applicable interest, fees, and administrative costs.

In the event that the past due account is a tenant, the account will be placed back into the landlord/homeowner's name and the full balance will be transferred to the landlord's account per the Landlord Agreement and collected in accordance with this policy.

Terminated Accounts:

1. A final bill will be processed after the account is terminated.
2. If the final balance is not paid after the first billing cycle, attempts will be made by phone and/or email to collect the final balance.
3. If after the second billing cycle the account still has an outstanding balance, it will be turned over to collection agency and/or certified with the Weber County Treasurer to be included as a line item on the property tax notice.

Returned Check Payments:

1. A \$25.00 fee will be charged to the customer's account.
2. The customer will be contacted via phone if possible to make them aware they have a returned check in the office. They will be notified they have 48 hours to resubmit payment.
3. Payment can be made with cash or credit/debit cards. No checks or e-checks will be allowed as payment on a returned check.
4. If phone contact is unsuccessful, or if there is no response within the allotted time, a door hanger will be delivered to the customer stating they have 48 hours to resubmit payment or their water service will be shut off. A \$10 fee will be added to the account for delivery of the door knocker.
5. If payment is not received when due, collection and water service will be shut off in accordance with procedures set forth above.

Returned Online Payments:

1. A \$25.00 fee will be charged to the customer's account.
2. The customer will be contacted via phone, if possible, to make them aware they have a returned payment. They will be notified they have 48 hours to resubmit payment.
3. Invoice Cloud automatically reverses the returned payment in Caselle and the account becomes payable again. If payment is not received when due, collection and water service will be shut off in accordance with procedures set forth above.

Additional Fees:

- Collections – 40% of total amount owing.
- Certifying with the Weber County Treasurer – Set by the Weber County Recorder
- Billing History Requests or Account Research Requests - will be charged the current rate listed on the Consolidated Fee Schedule.
- Unauthorized turn-on of water service - \$35.00
- Damage to District equipment – Cost plus 15%