Late Payment and Turn-off Policy No. 8-02

This policy has been adopted to encourage timely payment of customer accounts and to recover costs associated with past due reminders, pending shut-off notices, service disconnection, and service restoration. The process shall follow the procedures described in this policy. Applicable fees and charges shall be assessed in accordance with the Authority's Miscellaneous Rates and Fees Schedule, as amended from time to time.

Customers approved for a payment plan may have applicable late fees and related charges waived, provided they remain in compliance with the terms of the approved payment plan.

1) A billing statement shall be issued to Customers each billing cycle prior to the payment due date. The billing statement shall include notice of Sunrise Water Authority's late payment, delinquency, and service disconnection procedures, including any applicable fees, penalties, and charges.

2) If payment is not received by the due date and any applicable grace period, a late fee shall be assessed and a Past Due Reminder shall be issued to the Customer.

3) If the account remains unpaid after the due date identified in the Past Due Reminder, an additional late fee shall be assessed and a Second Past Due Reminder shall be issued to the Customer.

4) If the account remains unpaid after the due date identified in the Second Past Due Reminder, a door hanger or other notice may be provided to the Customer advising of the pending service disconnection.

5) Failure to pay the outstanding balance due may result in service disconnection. Upon disconnection, the applicable service disconnection fee shall be assessed to the account. A final door hanger notice may be left at the property indicating that service has been disconnected.

6) Service shall be restored upon satisfaction of conditions established by Sunrise, including payment of applicable charges, fees, outstanding balances, or compliance with an approved payment arrangement. An after-hours service restoration charge may apply to service restorations occurring outside of Sunrise's normal business hours, including weekends and recognized holidays. Service restoration outside of normal business hours is subject to staff availability and operational considerations. Except in circumstances determined by Sunrise to warrant otherwise, service restoration is not available between 9:00 p.m. and 8:00 a.m. Payments required for

after-hours service restoration must be made through Sunrise's approved payment methods and verified by Sunrise staff prior to service restoration.

7) Interference with, alteration of, or tampering with a meter, service connection, lock, or other Authority equipment shall result in assessment of a Meter Tampering Fee and such additional fees, charges, costs, and corrective actions as Sunrise determines necessary to address the violation and protect Authority facilities.

8) Repeated interference with, alteration of, or tampering with a meter, service connection, lock, or other Authority equipment may result in service disconnection at the curb stop or other location determined by Sunrise. Additional fees, charges, costs, and corrective actions may be imposed as Sunrise determines necessary to address the violation and protect Authority facilities.

Adopted: May 2, 2002
Amended: June 22, 2011
May 28, 2014
June 24, 2026