

# JOPPA HULACO RYAN WATER AUTHORITY

P O BOX 68

JOPPA, AL 35087

256-586-5974

HOURS: M-F 7AM – 3:30 PM

## COLLECTION POLICY

***ALL SIGN UP'S WILL HAVE TO PAY NON-REFUNDABLE***      ***Rental--\$ 260.00***  
***Owner--\$ 160.00***

Meters are read and billed each month stating the amount due, consumption, and delinquent date. Bills are mailed on or before the 10<sup>th</sup> of each month and are delinquent after the 20<sup>th</sup>.

**DELINQUENT DATE:** Payment must be in our office by 7:00 am on the 21<sup>st</sup> of the month to avoid 10% penalty. Postmarks will not be accepted. If the 20<sup>th</sup> falls on Saturday or Sunday, the following Monday will be the delinquent date. We have a night depository available.

**A FINAL NOTICE:** will be mailed after the 21<sup>th</sup>, and a fee of \$2.00 will be charged to cover this extra expense. All delinquent accounts not received in our office before 7:00 am on the last day of the month will be disconnected. There will be an additional charge of \$45.00 to cover the collection of the account. ***All charges***, including collection fee must be paid before water service can be restored. This policy will be strictly enforced. **All bills are to be paid monthly.**

**We will not be responsible for the postal system.** Failure to receive the bill or payments that have been mailed but not received in our office will not relieve the customer of payment obligation. Postmarks will not be accepted, payments have to be in our office by the due date to avoid penalties.

**Returned checks** will be regarded as unpaid bills. The customer will be considered delinquent subject to disconnect. A service charge \$25.00 will be added.

### **Meter**

When you receive your monthly bill, always check the reading with the meter. The reading on the meter will be a little higher than the bill because of the date read. If reading is correct and you think there is a water leak, then you need to check the leak detector on the meter (this is the black and silver dial in the center of the red dial). Turn off all the water in the house and go to the meter and see if the black & silver dial is moving. If so, this means you have a leak on your side.

**Disconnect the Meter if you move.** Failure to do so may result in higher water bill. We will not disconnect till you go on the cut-off list.

**If a customer** has a problem, please contact our office.  
256-586-5974 or Carol Seguin 256-264-3733