

## **Heights Water Billing & Payment**

**BILLING** – Heights Water bills all members, or designated tenants or agents, for water service(s) on a bi-monthly basis. The bill is Heights Water’s official notice to members/customers that payment is required for service. Each bill includes: billing date, dates of service, charges for each service, total amount due, payment due date, and payment information.

**PAYMENT OF BILLS** – All bills are due and payable by the last day of the billing month ("Due Date"). Property owners/members are responsible for the water bill if unpaid by tenants or agents. Payments may be made with cash, check (including online banking), money order, or credit/debit card (via Heights Water online payment portal). Autopay options by ACH or credit/debit card are available.

**PAST DUE NOTICE** – Accounts not paid by the month-end Due Date will be subject to a late fee of \$10. A Past Due Notice, reflecting the addition of a late fee, will be mailed/emailed as soon as possible after the Due Date. Past due payments are normally due approximately 10-days prior to the shut-off date, usually at the end of the month following the billing month.

**FINAL NOTICE** – Past Due payments not received by the Water System by the Past Due Date, shall be charged a Final Notice fee of \$20. The Final Notice shall be mailed to the customer (a courtesy mailing may also be sent to the owner if a tenant is named as responsible party) approximately ten days prior to shut-off of service for non-payment.

**DISCONNECTION OF SERVICE FOR NON-PAYMENT** – If payment is not received by the date and time specified on the Final Notice, water service shall be shut off and the meter locked until full payment. Service will be restored as soon as possible after payment in full, including a reconnection charge; however, Heights Water cannot guarantee reconnection the same day payment is received.