

**LAKWOOD WATER DISTRICT  
RESOLUTION No. B-1482**

A RESOLUTION of the Board of Commissioners of the Lakewood Water District, Pierce County, Washington, revising policies regarding delinquencies on connection charges and service charges, and establishing penalties and interest rates for such delinquent payments and repealing Resolution No. B-1430.

WHEREAS, the Commissioners of the Lakewood Water District (District) are empowered to establish rates for all water customers of the District, including the establishment of connection charges and service charges; and

WHEREAS, upon the recommendation of the General Manager of the District, the District Commissioners have duly considered the necessity of establishing policies on collection of delinquent charges, fixing interest and penalties, and certification of such delinquencies to the proper authorities.

NOW, THEREFORE, BE IT HEREBY RESOLVED:

SECTION I           The attached "Billing and Delinquent Account Policy and Procedures" (Exhibit A) is hereby adopted; the amount(s) of all fees referenced herein will be as they are listed in Exhibit A.

- 1) Payments on all water service charges are due (25) TWENTY-FIVE days after the Billing Date. Water service charges that are not paid within (25) TWENTY-FIVE days are delinquent and shall be collected as provided herein.
- 2) A Final Notice will be sent THIRTY-THREE (33) days after the Billing Date for all charges that have not been paid within the TWENTY-FIVE (25) days allowed with a Final Pay-by Date of FORTY-FIVE DAYS (45) after the initial Billing Date. The Final Pay-by Date notice shall provide clear notification to residential customers of their ability to seek reconnection of residential water service on any day for which the national weather service has issued or has announced that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert, and shall provide specific information on how to request such a reconnection of residential water service and how to contact the District to do so.
- 3) The DISTRICT will charge an ADMINISTRATIVE DELINQUENT FEE of 10 percent of the total bill on or about FIFTEEN (15) days after the date of the Final Notice when an account balance of no less than the minimum charge remains delinquent.

*At multiple unit accounts ONLY, on or about the FIFTY-FIFTH day, if a balance of no less than the minimum charge remains delinquent, a DOOR HANGER will be placed at each unit as a courtesy to the tenant to inform them of the possibility of disconnection of their water service. The door hanger will be placed at a CHARGE TO THE ACCOUNT OWNER per unit up to 50 units. The DOOR*

*HANGER on multiple unit accounts shall provide clear notification to residential customers of their ability to seek reconnection of residential water service on any day for which the national weather service has issued or has announced that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert, and shall provide specific information on how to request such a reconnection of residential water service and how to contact the District to do so.*

Door hangers WILL NOT be left at single unit accounts.

- 4) That THIRTY (30) days after the bill becomes delinquent, if a past-due balance remains of no less than the minimum charge, the water will be disconnected and the account owner will be charged a DISPATCH FEE at the time the Disconnection for Non-payment service order is generated. The service technician WILL NOT collect any payment from the customer. The customer must pay their past-due billing, including the 10 percent (of total bill) ADMINISTRATIVE DELINQUENT FEE, and the DISPATCH FEE for each unit before the water is reconnected.

Effective July 23, 2023, sections 8 through 11 were added to RCW 57.08.081 restricting water service disconnection to residential customers when the national weather service has issued or has announced that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert, for the area in which the residential user's address is located. The District will not disconnect water service to a residential customer for non-payment on any day that meets the criteria prohibiting disconnection of water service in RCW 57.08.081.

A residential customer whose water service has been disconnected for lack of payment may request that the District reconnect service on any day for which the national weather service has issued or has announced that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert, for the area in which the residential user's address is located, as outlined in RCW 57.08.081. If the account remains delinquent after the heat advisory ends, the water service will be disconnected, and an additional DISPATCH FEE will apply.

- 5) The foregoing remedies and procedures are non-exclusive, and all other remedies provided by Title 57 RCW, including RCW 57.08.081 or other remedies allowed by law, shall be reserved by the District. The General Manager may use one or all of the following three options on accounts that have been certified as delinquent: (1) send delinquent account to a collection agency; (2) file lien with Pierce County authorities; and/or (3) send to the District's attorney for legal action. When utilizing legal action, appropriate discretion is used as to the amounts due and the length of the delinquency.

SECTION II            The General Manager is charged with the responsibility of maintaining the Billing and Delinquent Account Policy (Exhibit A)

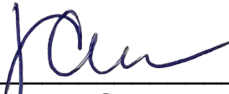
and keeping it current. Any changes or additions shall be approved by the Board before they take effect.

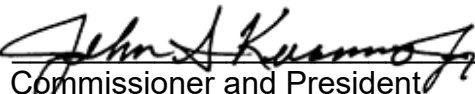
SECTION III      This resolution will repeal Resolution No. B-1430 and go into effect June 28, 2023.

Adopted this 28 day of June, 2023.

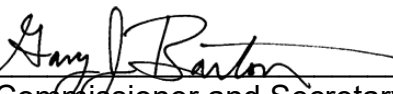
ATTEST:

LAKEWOOD WATER DISTRICT

  
6/28/2023  
\_\_\_\_\_  
District Secretary

  
\_\_\_\_\_  
Commissioner and President

  
\_\_\_\_\_  
Commissioner and Vice President

  
\_\_\_\_\_  
Commissioner and Secretary



**Lakewood Water District**  
**Billing and Delinquent Account Policy and Procedures**  
**Exhibit A of Resolution No. B-1482**

- I. This policy was adopted and established by Resolution No. B-1387; it was updated January 21, 2016, via Resolution No. B-1427, and further updated due to the passing of Resolution No. B-1429 (Miscellaneous Charges), Resolution No. B-1430, and Resolution No. B-1482.
- II. **All accounts are billed approximately every 60 days.** Invoices are due upon receipt and no later than 25 days. The District may allow a customer to set up a payment plan, on a case-by-case basis, per the District's Payment Plan Policy. Any payment plan agreed to with a residential customer related to reconnecting service due to a heat advisory as required by RCW 57.08.081(9) shall comply with the payment plan requirements of RCW 57.08.081(10). Invoices not paid within 25 days are delinquent and shall be collected as provided herein.
- III. **At 33 days**, if Lakewood Water District has not received payment, a final "pink" disconnect notice will be mailed to the customer. This notice will include the following information.
  - A.) A Final Pay-by Date that is no less than 45 days from the original billing date.
  - B.) Notice will state that if payment has not been received by the District office by the Final Pay-by Date, an Administrative Delinquent Fee of 10 percent of the total bill per unit will be added to the account.
  - C.) Notice will state that if an account has not been paid in full by the 45-day Final Pay-by Date, the account will be subject to disconnection with no further notice.
  - D.) A clear notification to residential customers of their ability to seek reconnection of residential water service on any day for which the national weather service has issued or has announced that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert, and shall provide specific information on how to request such a reconnection of residential water service and how to contact the District to do so.
  - E.) If an account is eligible for disconnection, the account will be charged a \$40 Dispatch Fee when the District generates a Disconnection for Non-payment service order.
  - F.) No payments on any account will be collected or accepted by service personnel in the field.
- IV. **At 45 days**, if an account balance has not been paid or has a balance that is not less than the minimum amount billed, the account will be charged an Administrative Delinquent Fee of 10 percent of the total bill per unit. The Administrative Delinquent Fee must be paid as well as the past-due balance to avoid disconnection.
- V. **Multi-unit accounts ONLY** will receive door hangers at every door at approximately 60 days, informing tenants that if payment has not been received by the District office within 48 hours, the account will be subject to disconnection and charged a \$40 dispatch fee should the District have to generate a Disconnection for Non-payment service order. There will be a \$10 charge for each door-hanger placed with a maximum of 50 door-hangers or \$500 charged. Multi-unit account door hangers shall provide clear notification to residential customers of their ability to seek reconnection of residential water service on any day for which the national weather service has issued or has announced that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert, and shall provide specific information on how to request such a reconnection of residential water service and how to contact the District to do so.
- VI. **At approximately 55 days**, if payment has not been received by the District office, the District will generate a Disconnection for Non-payment service order, and the account will be charged a \$40 Dispatch Fee at that time. The account's meter will then be turned off and locked for non-payment.

The service technician will not collect any payment from the customer. The customer must pay the past-due billing, including the 10 percent (of total bill) Administrative Delinquent Fee, and the Dispatch Fee of \$40 for each unit before the water is reconnected. Effective July 23, 2023, sections 8 through 11 were added to RCW 57.08.081 restricting water service disconnection to residential customers when the national weather service has issued or has announced that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert, for the area in which the residential user's address is located. The District will not disconnect water service to a residential customer for non-payment on any day that meets the criteria prohibiting disconnection of water service in RCW 57.08.081. Water service will then be disconnected the following day after said advisory is over with the exception of Fridays and weekends unless there has been an approved payment plan or the account has been paid in full.

- VII. Notwithstanding any other provisions in this policy, a residential customer whose water service has been disconnected for lack of payment may request that the District reconnect service on any day for which the national weather service has issued or has announced that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert, for the area in which the residential user's address is located, as outlined in RCW 57.08.081. If the account remains delinquent after the heat advisory ends, the water service will be disconnected, and an additional Dispatch Fee will apply.
- VIII. **At approximately 60 days**, if the account has not been paid in full and service restored, the District will then close the account.
- IX. Any account that has been closed due to non-payment and has been certified as delinquent by the General Manager will be sent to the District's collection agent and/or have a lien filed with the Pierce County Assessor's office and/or sent to the District's attorney for legal action.
- X. All water meters are the property of Lakewood Water District. If anyone other than District personnel is found to have either tampered with or damaged District property, they will do so at their own risk and will assume all expense associated with replacement or repairs of said property.