



9501 MORTON DAVIS DRIVE
PATTERSON, CA 95363

**ANNOUNCEMENT TO CUSTOMERS: CHANGE OF WHWD POLICY REGARDING DELINQUENT
ACCOUNTS
February 1, 2020**

Western Hills Water District (WHWD) has made a few amendments to its Accounts Receivable Policy. Please review all items that are in **Bold**.

Change in Disconnection Notice Policy:

The due date for all monthly Water/Wastewater account statements is the 25th of every month. If the balance is not paid in full as of the last day of the current month, the account is then considered delinquent by 30 days. Delinquent accounts will have fifteen (15) additional calendar days to pay past due balances in full. Beginning on the 45th delinquent day, a reminder will be mailed to your home indicating a **Ten Day Shut-Off Notice**. A door-hanger courtesy notice will then be posted on the front door of the residence, which will give a **Five Day Shut-Off Notice**. Lastly a door-hanger notice will then be posted on the front door of the residence, which will give a (1) day notice before the shut-off is scheduled to occur indicating the **One Day Shut-Off Notice**. To minimize hardship to our customers, any shut-off dates falling on a Friday will automatically be rescheduled for the next business day.

Refundable Security Deposit Increased From \$250.00 to \$300.00. (See 10/23/2012 Board Minutes).

As of February 01, 2020, all delinquent accounts (45 days and greater) will be required to pay all past due balances. If not paid by day 61, water and sewer services will be discontinued until the account is made current. Delinquent accounts that have been shut-off will be required to: (1) make the account balance current; (2) pay a reconnect fee of \$50; and (3) **post a \$300 refundable deposit or increase prior deposit to \$300**. These steps will help WHWD to minimize bad debt and reduce costs. Additionally, less time will be spent dealing with Collection Services, filing liens and related accounting procedures. Thank you for your cooperation. Should you have any questions regarding this change in policy please contact us at 209-895-9493.