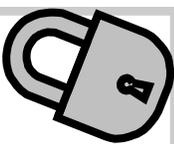


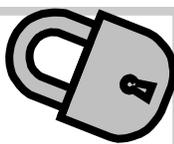
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- Utility bills are considered past due or delinquent for the current billing cycle on the day following the due date.
- A late charge of 6% will be applied to the current charges - not total charges.
- A notice will be mailed to customers at least one week prior to the scheduled shut-off date.
- Shut off of water service will occur if full payment is not received in the district office during normal business hours (8am—4:30pm) by the utility shut off date.
- Scheduled utility shut-offs will begin the morning after the shut off date



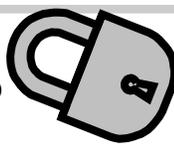
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# DISTRICT AMENDING LOCK-OFF POLICY

Current District policy does not shut off service to customers until they are delinquent on two utility bills. Since the District only bills every two months, this results in over four months of service prior to shut off. The current procedure can create large utility bills that are difficult to pay for some of our customers.

In April, the District Board of Commissioners approved changes to the Utility Shut Off Policy to address this problem.

**The biggest change is shutting off water after one delinquent billing instead of two.** The changes are an effort to make it easier for customers to stay current on their bills and lessen impacts on rental properties. The District is also changing the late charge procedure. As of now, the District adds 2% to the total charges, which compounds the longer the bill is delinquent. With the amended policy, a late charge will only be applied to the current charges on the bill and not the total charges owed. **The District expects to implement the new policy by September 2013.**



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