



Harbor View Mutual Water Company

8475 Harbor View Drive

Kelseyville CA 95451

707-279-8544

harborviewwater@gmail.com

Discontinuation of Water Service Policy

Harbor View Mutual Water Company (HVMWC) issues water service invoices bi-monthly during the first week of January, March, May, July, September, and November.

Payment is due upon receipt. If payment has not been received within 30 days, a reminder notice will be sent. A late fee of \$20 per month is assessed after 30 days. Online bill payment is available at harborviewmutual.epayub.com.

When a payment has not been received for 60 days from the invoice date, HVMWC will issue a Demand for Payment and Notice of Discontinuation of Service letter to the customer. This letter will include the amount of the delinquency and the date by which payment or arrangement for payment is required in order to avoid discontinuation of service. The customer must contact HVMWC by calling the office at

707-279-8544

or by email to harborviewwater@gmail.com

During this time, a customer can request a plan for deferred or reduced payments under our Alternative Payment Schedule Policy or contest or appeal a bill.

If the account balance is not paid in full within 70 days from the invoice date or if a customer has not contacted HVMWC to appeal or request an alternate payment schedule, a red Shut Off notice will be posted to the exterior of the residence in a prominent location visible from the street.

Seven (7) calendar days after posting shut off notice, water service will be discontinued and the water meter will be locked. If service is shut off, a \$200.00 reconnect charge will be assessed to the account and must be paid in full in addition to all other delinquent charges before service is resumed.

If there is any tampering or removal of the shut-off lock or seal, a \$200.00 charge will be assessed to the account in addition to the reconnect charge.

HVMWC Alternate Payment Schedule Policy

Harbor View Mutual Water Company understands that sometimes circumstances arise that may require special consideration. We want to work with our customers to ensure continuous water delivery and apply fair and consistent policies.

1. You may request an extension of time to pay the delinquent charges.
2. You may request to pay your bill in two installments for each billing period.
3. You may request to have your delinquent amount amortized over the next 5 bi-monthly billing periods.

Your request must be made in writing and will be reviewed by the Board of Directors.

Only one alternate payment schedule will be granted in a 12 month period. If an alternate payment schedule is approved, any late charges will be set aside as long as all payments remain current.

If another delinquency occurs, all late fees will be imposed and the alternate payment agreement will be voided.

If a check is returned for insufficient funds, all late fees will be imposed and the alternate payment agreement will be voided. Additional fees will be applied for the returned check and added to the outstanding balance. The account will become immediately due and payable.

**If you are having difficulty making a payment, please reach out to us.
We want to work with you.**