**AVCSD Late Fee Forgiveness Policy**

Billing for the District is done quarterly, with water usage billed in arrears based on prior quarter meter readings, and bond, water, and sewer Operations & Management billed in advance for the current quarter. AVCSD’s accounting firm, Wilson, Wilson & Taylor mails quarterly bills on January 1st, April 1st, July 1st, and October 1st.

It is the responsibility of the property owner that they receive their quarterly billing. The AVCSD Board must be notified in writing should the property owner not receive their quarterly invoices by the third week of the first month of each quarter (January, April, July, and October). Correspondence should be addressed to P.O. Box 8138, Auburn, CA 95604.

Forgiveness of a late fee is possible if the property owner, immediately upon receiving a bill which includes a late fee, pays the bill in full, including the amount of the late fee.

The property owner must then immediately notify the AVCSD Board in writing (at the address above) stating the reason for being late and requesting forgiveness for the late fee.

The Board will vote on whether or not to forgive the late fee at its next regularly scheduled Board meeting.  If forgiveness is approved, Wilson, Wilson & Taylor will be notified to credit the property owner’s account in the amount of the late fee.

Non-receipt of a quarterly bill will not be an acceptable reason for forgiveness of a late fee.

For reference, AVCSD’s amended delinquent accounts policy is stated below:

**Amended Delinquent Accounts Policy**

In accordance with a Motion passed by the Board of Directors at its regular Board of Directors Meeting and Public Hearing of July 14, 2012, the Auburn Valley Community Services District Delinquent Accounts Policy established on September 6, 2010 is amended to read as follows:

Billing for the District is done quarterly, with water usage billed in arrears based on prior quarter meter readings, and bond, water, and sewer Operations & Management billed in advance for the current quarter.

All invoices, be they invoices in advance or in arrears, become delinquent if unpaid for more than forty-five (45) days of the billing date. Past due accounts will incur a ten per cent (10%) penalty on day forty-five (45) and a 30-day service termination notice will be issued to the property owner on day sixty-one (61).

Property owners are responsible for notifying the District should they not receive their quarterly invoices by the third week of the first month of each quarter (January, April, July, and October).

The following additional fees will apply to accounts in arrears more than sixty (60) days:

30-Day Notice: $25.00 Administration Fee

10-Day Notice: $25.00 Administration Fee

Demand Letter: $25.00 Administration Fee

Bounced Check Fee: $25.00

Water Termination/Shut-Off Fee: $125.00

Water Reinstatement Fee: $125.00

Once water service is terminated, the account may be turned over to a collection agency.

To reinstate an account once service is terminated, the account must be brought current and a Security Deposit equal to the amount of the last two billing periods owed will be required in full, refundable after a probationary period of four consecutive billing periods with a perfect payment record. If payment is made late at any time during the probationary period, the four-quarter probation starts anew.

Unpaid accounts constitute an encumbrance against the property that carries with the sale of the property. AVCSD is not obligated under law to reinstate water service to new owners of properties with delinquent accounts until all monies owed have been paid and all liens against delinquent properties have been satisfied.