



## BOARD OF DIRECTORS

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## GENERAL MANAGER

Don Chadd

# ON TAP

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## **TCWD'S BILLING, PAYMENT & NOTIFICATION TIMELINES**

Have you ever noticed upon receipt of your utility bill that there is a past due amount? This can happen from time to time. Typically, this happens when a payment crosses with billing in the mail, mail gets misplaced, you go out of town, or simply forget to make a payment. TCWD understands that this can happen and there are options to remedy this oversight.

TCWD bills are due and payable upon receipt and considered past due if not received by the due date listed at the top right side of the bill. You are generally given four weeks to make a payment from date of bill printing.

- Accounts starting with **100 through 299**, bills are **due the 1<sup>st</sup> Monday** of the month. If the first Monday of the month is a holiday, bills are due on the following business day.
- Accounts starting with **300 through 899**, bills are **due the 3<sup>rd</sup> Monday** of the month. Again, if that Monday is a holiday, bills are due the following business day.

### **FIRST PAST DUE NOTIFICATION**

Your next bill is the first notification from TCWD to make a payment on your account to avoid a penalty. TCWD understands a payment may be late and allows at least a one week grace period for a payment to be made before applying a penalty.

If a payment was not received before the billing is generated, you will see an amount listed in the **Billing Summary** area as "**Past Due Amt.**" It is important to note that no penalties have been applied at that time. If a payment is received by the date printed in the box at the

bottom of the bill, there will be no penalties applied to your account.

The date to make a past due payment to avoid penalties is printed in the box which reads: **"\*If this amount includes a PAST DUE amount (see billing summary box above). The PAST DUE amount needs to be paid by the date noted below."** Generally this past due payment date is the following Monday, or the following business day in the event that Monday is a holiday.

### **SECOND PAST DUE NOTIFICATION**

TCWD provides a second notification about a past due amount on an account. This is in the form of a door tag which is typically hung on the front door of your residence.

The day after the past due date for payment on your bill, a 10% penalty is assessed and a door tag will be hung on the front door of your residence with a due date to avoid being locked off. This is typically done on Tuesday, provided that Monday is not a holiday. A customer will then have three business days to make a payment of the past due amount plus penalties to avoid being locked off for non-payment.

At no additional cost, payment can be made on TCWD's website at [www.tcwd.ca.gov](http://www.tcwd.ca.gov), called in to Customer Service with a debit or credit card, dropped off with Customer Service, or dropped off in one of the two outdoor drop boxes at our Main Office. It is not advised to send payment by mail or make an online bank payment through your personal bank once the past due date has passed because the payment can take several business days to arrive.

### THIRD PAST DUE NOTIFICATION

A third notification is via a courtesy telephone call to notify you of the past due amount which requires payment to avoid being locked off. This courtesy call will be made approximately one business day before a customer is scheduled to be locked off as a reminder that the payment is required that day to avoid lock off on next business day. This courtesy call is made to the primary number we have on file for you. This generally happens on Thursday morning at approximately 9 AM.

### FOURTH PAST DUE NOTIFICATION

The fourth and final notification of past due amount is by a "lock off" of water service until payment is received. This is generally done on the Friday following the delivery of the door tag on Tuesday and the courtesy phone call on Thursday.

If you are still on the list for lock off when we open for business on the scheduled lock off date, your water meter will be locked off until payment of Past Due, Penalty and Reconnection Fees are paid. The reconnection fee during normal business hours up till 3:30pm is \$55.00, and after 3:30pm is \$95.00.

If you happen to call or come in on the scheduled lock off day before your water service is physically locked off, you will still be assessed the fee. This is because your account has been scheduled for lock off and several steps have been made to lock off service for non-payment. **It is important to note that by this point, approximately six weeks have transpired since the customer has received the initial utility bill.**

TCWD understands that current economic times are difficult and funds may just not be available yet. As soon as you receive your first notice, please contact customer service to see if you are eligible for up to a seven-day extension for \$15.00. The request must be timely (day before lock-off is too late) and needs to be made in writing in person, fax, or via e-mail to customerservice@tcwd.ca.gov.

### CONTACT INFORMATION

Anytime you change your contact information it is a good idea to update your records. Current information is necessary in the event TCWD needs to contact customers for payment, service line breaks, and other immediate water service issues or emergencies. Contact customer

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service as soon as possible, by calling (949) 858-0277 and press 0, or via email at customerservice@tcwd.ca.gov.

If you are not receiving your bills, contact customer service and update your mailing address and phone numbers. If receiving mail is an ongoing problem, you may want to sign up for e-billing on our website. Customers have the option to receive both electronic and mail billing. To do so, just follow the directions on the website.

If you receive a bill, a tag or a phone call and believe you have made a payment, please contact Customer Service as soon as possible to avoid any penalties or disconnection of service. You may inquire by calling (949) 858-0277 and press 0, or via email at customerservice@tcwd.ca.gov.

### BOARD OF DIRECTORS MEETING

The Board of Directors Regular Meeting is scheduled to be held on the third Wednesday of each month at 7:00 p.m. at the District's office located at 32003 Dove Canyon Drive, Trabuco Canyon. The public is encouraged to attend.

### REGULAR BOARD MEETING HIGHLIGHTS

The Regular Board Meeting for September was held on October 17, 2012, and the following items are highlights from the Meeting:

- Approval of Arbitrage Rebate Calculation (Series A & B).
- Adoption of Resolution 2012-1180 regarding MET/MWDOC Rate Increase.
- Receipt and file of Fiscal Year 2011/2012 Audit of District Financials.
- Status update on Baker Regional Water Treatment Facility.
- Status update on Alternate Raw Water Transmission Line (PW79) and approval of Scope of Work Tasks Six through Eight.
- Approval of Dimension Water Treatment Plant Rehabilitation Project.
- Approval of District Management Transition Plan.