



STANDARD PRACTICES AND PROCEDURES OVERVIEW

NEW CONNECTION

- Billed 30-45 days after the water connection is made.
- Charged minimum whether there is usage or not.

LATE PAYMENTS

- 10% penalty
- Late payments go on 3 days after the due date.
- Automated phone call and/or text to remind about the bill being due.
- Lock-off letter mailed after 60 days of no payment.
- After the shutoff date is past a phone call is made to try and collect payment or set up a payment plan.
- A work order is done to shut the water off.
- \$100 reconnection fee plus all the outstanding balance must be paid in full.
- Must be paid by 1:00 pm to be unlocked the same day.
- No after-hour reconnect is allowed.
- Reconnects will be completed by the end of the next business day.

RECONNECTION

- No fee to cancel, but all balances must be in good standing.
- The same owner has 1 year to reconnect for a \$500 reinstall fee plus all past due monthly minimums and any unpaid balances.
- No installment payments will be accepted.
- If the property changes hands purchasing a new membership tap fee, or paying back all past.
- Water bills, lock-off fees, and lost monthly minimums.

RETURNED CHECKS

- \$25 charge will be added for all returned checks, credit card payments, or ACH payments.



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CREDIT/DEBIT CARD & CHECK FEE

- \$1.95 charge to be paid by customers that pay by credit/debit card.
- \$.50 charge to be paid by customers that pay using eChecks.

TRANSFER MEMBERSHIP

- \$25 Transfer Charge
- Must fill out and sign membership contract.
- Seller must sign off on the contract or the buyer must provide a copy of the recorded deed.
- Must be in good financial standing before transfer.

RENTER'S AGREEMENT

- \$100 Deposit (will be returned if/when the renter moves out as long as no balance is owed)
- \$25 Transfer Charge
- If renter does not pay, ultimately the responsibility is on the owner
- You may keep in the owner's name or you can transfer to the renter's name.
- Must be in good financial standing before it can be transferred into another renter's name.

WATER BILL ADJUSTMENTS

- Adjustment is given 1 time per residence.
- Adjustment is given for a leak up to a 2-month period. If leak occurs longer than 2 months, the 2 highest bills will be adjusted.
- Water | the water charge will be adjusted by 50%
 - Exception: WSLPP qualifying leaks if enrolled in the program.
- Sewer (if applicable) | the sewer charge will be adjusted down to a 3-month average.



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WATER METER DAMAGE

- Charges for damaged meters are not charged to the customer.
- If a meter has to keep getting replaced for damages we will send a letter informing the member that they will have to start paying if we have to replace further parts.

WATER QUALITY REPORTS (CCR)

- Required yearly by the Client, unless otherwise arranged with EJ Water EJ will post the notices on the bill with a URL link for customer review. Paper copy available upon individual customer request.

CROSS CONNECTION RESOLUTION

- Cross Connection Survey is required by IEPA to be distributed to all served customers every other year.
- This is the responsibility of the Client unless otherwise arranged with EJ Water.
- If able Cooperative Advantage will post the notices on the bill with a URL link for customers to fill out an online survey.
- Paper copy available upon request.

BI-ANNUAL REVIEW

- EJ Water will attend at least 2 monthly board meetings per year. Review the current state and any outstanding items.
- Board will also be able to review EJ services.
- Management reports will be provided.