

Riverwood Community Development District

Water Cut Off Policy

Policy Designation: W&S: 002 – 2020

Date of Board Adoption: _____

Implementation Date: _____

Introduction:

The purpose of this policy is to outline a process for the cut off water services to residents and commercial interests for non- payment of water and/or sewer bills.

Cutoff Process:

In order to trigger the cut off water services the following parameters must be met:

- Water and/or sewer fees must be past due for a minimum of sixty days or more;
- A minimum of two invoices must have been sent to the individual and/or company owing the District;
- A final notice of payment due will be sent to the individual and/or company by return receipt requested, registered mail informing them that the attached notice is the final notice of collection and that if payment is not made within five days of the receipt of the registered letter, their water services will be cutoff until full payment has been made of all past due amounts.
- A door hanger will be placed on the door of each home and/or business for which the water services are to be cutoff three days prior to the actual cutoff of the water services.

Reconnection Process:

- A reconnection fee (of \$50) will be charged to the resident and/or commercial interest that has their water services disconnected.
- All past due fees and the reconnection fee must be paid prior to the reconnection of the water services.