

**JACKSON COUNTY UTILITY AUTHORITY BILL
COLLECTION AND DELINQUENCY POLICY**

(Effective November 12, 2019)

1. Customer accounts will be kept in the name of the customer and mailed to the address of service **unless** a request by a customer and the agreement of the Authority in writing to send to another address. All other notices including cancellation of service may be mailed to the address where service is provided.

2. Customers will receive a bill for services rendered during the preceding service period. Each bill shall state its bill date, its due date, and the following:
 - Bills not paid in full by the due date are delinquent and subject to the Authority's collection and penalty policies; and
 - Service may be terminated whenever an account is delinquent for ten (10) days following the due date.

3. Payment are accepted the following ways:
 - **By mail.** – If paying by check or money order through the mail, customer should send all payments with payment coupon. To avoid late fees, payment should be mailed at least five to seven business days before the due date specified on the bill to the following:

Jackson County Utility Authority
P.O. Box 5129
Vanceleave, MS 39565

- **Credit Card Payment.** – Customers may pay bill via credit card in person or over the phone. Please note, there will be a Credit Card processing assessment per credit card payment, by the Card-Issuing Bank.

- **Payment drop-off.** – Customers may pay bills in person via cash, check, credit card or money orders at the following locations:

JCUA Customer Service and Residential Certifications
Office 11100 Highway 57
Vanceleave, MS 39565

Monday – Friday 8:00 A.M. – 4:00 P.M.

NOTE: When paying in person, customer should bring the entire bill.

- **Automatic bank draft.** – The amount of the monthly bill is automatically deducted from the customer's bank account and credited to the utility account. There is no set- up fee or charge associated with this method of payment. To set up Automated Bank Draft, simply download and fill out the ACH Recurring Debit Form (if available) located on the Forms & Reports Tab at www.jcua-ms.us/home and drop it off or mail it to: Jackson County Utility Authority, P.O. Box 5129, Vanceleave, MS 39565, along with a voided check. Any questions regarding starting draft date, please contact Customer Service at 228-762-0119.

- **Payment through financial institution online bill pay.** – Many financial institutions such as major banks offer their customers the ability to pay their bills via an online bill payment service (through the bank's website). Normally, these services debit the customer's checking or savings account to pay the bill. Depending on the financial institution, the bank may or may not charge a fee for the service. Payments may take up to seven business days to post to the customer's account.
- **After Hours / Night Drop Box.** – The JCUA Customer Service Office located at 11100 Highway 57, Vancleave, MS 39565 is the only JCUA location with an After Hours / Night Drop Box. Check and Money Order payments only, **NO CASH**. Payments dropped off after hours will be posted the next business day.

4. Authority employees cannot accept payment in any other manner than those listed above. The Authority is not responsible for the delivery of mail. Should a bill not be received, customers should contact the Jackson County Utility Authority at (228) 762-0119 to request a copy. It is the customer's responsibility to make payment by the designated due date.

5. All bills will state the amount of any delinquency and any penalty imposed.

6. **Service Fee Schedule.**

Returned checks	\$35.00
ACH return fee	\$ 5.00
Late charge fee	\$10.00
Sewer and Water Inspection Fee	\$50.00 (if applicable)
Service Fee (standard)	\$50.00 (if applicable)
Reconnect Service Fee	\$50.00 (if applicable)
Meter Tampering Fee	\$50.00 per hour*

NOTE: Additional charges may be assessed for **any** additional required expenses, including but not limited to expenses incurred to repair or reinstate service from a tampered meter (plus the cost of equipment), cost of waste haulers, etc.

7. Account balances remaining after the specified monthly due date are subject to a late charge of \$10.00 and will be considered delinquent. Past due payments that are made which do not include payment of the incurred penalty shall continue to be past due for collection purposes until the late charge is paid in full.

8. A customer will be given adequate notice of the delinquency and an opportunity to bring the account current before a utility will be shut off for non-payment. The Authority will provide the following notices as necessary:

- **Current to Past Due, or any portion thereof.** The payments are due on the date indicated on the bill. Accounts not paid in full by the due date will incur a \$10.00 late fee.
- **10 days Past Due, or any portion thereof.** A disconnect date will be included on each bill sent via U.S. Mail. Upon continuous non-payment, a disconnect order shall be issued.
- **30 days Past Due, or any portion thereof.** A disconnect order shall be issued and a disconnect notice/door hanger will be posted at the service address giving notice that service has been terminated due to an outstanding balance.

9. The **Disconnect Notice** shall specify the date of termination of service. To avoid termination of services prior to the disconnect date:
- All delinquent charges, including penalties, must be paid in full at any of the Authority's offices through the accepted forms of payment by 5:00 p.m. of the business day immediately preceding the service disconnect date indicated on each bill; or
 - An appeal or request for payment arrangements must be filed with the Authority by 5:00 p.m. of the business day immediately preceding the service disconnect date indicated on each bill.

10. Any customer may request the Authority make arrangement for payment of Authority bills before the due date. All requests must be in writing. The Executive Director or his designee will consider a customer request promptly to review the request. The Authority may consider:
- The customer's financial condition;
 - The customer's payment history, including performance of prior arrangements;
 - The amount owed and the duration of any delinquency; and
 - Any other factor determined to be relevant.

Pending the Authority's decision regarding the request to make payment arrangements, no collection enforcement action shall be taken.

11. After disconnection, the service shall not be resumed until the bill or statement is paid in full, together with payment of the Disconnect Processing Fee to be determined by the Authority. Before service can be resumed, all outstanding bills and charges, including disconnect and reconnect charges, must be brought current.
12. **Termination of service does not relieve a delinquent customer of the obligation to pay all outstanding bills and charges.**
13. **Re-connection.** Customer(s) shall not reconnect service by tampering with the water meter and/or Authority equipment. When a delinquent bill or statement is paid in full, the customer will be notified of the time frame in which service will be re-connected. **A responsible party must be home at the time of re-connection to sign the work order.** It is up to the responsible party to be sure that faucets are turned off and sink/tub stoppers are open to prevent accidental flooding. Additional fees will be addressed if an Authority representative is required to make an additional trip to the service site.