

LAKE SHASTINA COMMUNITY SERVICES DISTRICT (LSCSD)
COLLECTION POLICY

1. **INTEREST AND LATE CHARGES:** The LSCSD charges a 10% late penalty sixty (60) days after billing date with a subsequent interest charge of no more than 1% per month, booked quarterly on all unpaid amounts. Gov Code §61115.(a)(3)(C)
2. **DISPUTE OF CHARGES:** If the owner questions the accuracy of the calculation of an account, or the amount charged to the account, a written objection to the specific charges must be made to the General Manager within thirty (30) days of the date notice is sent to the Owner of the charge or balance, or the account shall be deemed to be correct. A telephone call will not reserve any rights. Incorrect meter readings that lead to errors in billing can be handled by staff. The disputed amount may remain unpaid during the investigation, but undisputed portions of the account must be paid before the delinquency date to avoid collection charges. Ordinance 1-03
3. **PAYMENT PLAN:** An owner may request a payment plan agreement, not to exceed 12 months, by contacting the administration office as soon as possible after the initial billing. Gov Code §60372.(c)
4. **CONSIDERED DELINQUENT FOR TERMINATION:** A district may provide that charges for any services or facilities shall be collected together with and not separately from the charges for other revenues or facilities rendered by it, and that all charges shall be billed upon the same bill and collected as one item. If all or part of a bill is not paid, the district may discontinue any or all services or facilities for which the bill is rendered. To provide that if all or part of a bill is not paid, the district may discontinue any or all services. Gov Code §61115.(a)(3)(A)(B)
5. **NOTICE OF DELINQUENT - TERMINATION OF SERVICES:** When the account is in arrears, the district shall make every good faith effort to inform the actual users of the services, by means of written notice, that service will be terminated in 15 days from the mailing date of the notice by first class mail. Gov Code §60371.(a),60373.(a)
6. **CONTEST OR APPEAL:** Per above, owner may be given notice to pay balance due within fifteen (15) days from date of delinquent notice mailing. Any disputes regarding a two week turn off notice (Notice of Delinquent) shall be made in writing to the District within 13 days of mailing date of said notice. Owner will have the right to appear before a committee of the General Manager and Public Works Superintendent to dispute the bill. Decision of the committee will be considered final resolution of the matter. Request a hearing by contacting the LSCSD office Monday-Thursday 8:00 a.m. to 5:00 p.m. (except holidays) either by calling (530) 938-3281 or by mail giving date and time you will be able to attend hearing during normal working hours. If adequate (three days) notice is given, arrangements can be made for a hearing after normal working hours. Gov Code §60372.(c-e)
7. **TERMINATION OF SERVICES:** The district shall make a reasonable, good faith effort to contact an adult person residing at the premises for delivery of the termination notice. Whenever contact cannot be accomplished, the termination notice shall be posted in a conspicuous location at the premises 48 hours prior to termination. Gov Code §60373.(b)
8. **DELINQUENT WATER FEES:** By Ordinance 1-03, administrative costs associated with personal notification and visits to improved parcels to post notices, shut-off, and turn-on water services are recovered as follows:

- a. \$15 charged to the account at the time personal notice is delivered to the residence
 - b. \$15 when water service line is shut off or locked shut
 - c. \$15 to turn water service back on, assessed at the time of shut off.
9. **RETURNED CHECK FEE:** A Charge of Twenty-five Dollars (\$25.00) shall be imposed for all dishonored checks. Ordinance 4-09
10. **TAX ROLLING OF DELINQUENT FEES:** Once a year, on or prior to August 10th, all delinquent water/sewer/police/fire fees and special taxes are submitted to the Siskiyou County Tax Collector (as authorized by California CSD law) to be added to the forthcoming year’s property tax rolls as “Lake Shastina Delinquent” special assessments to be collected with and not separately from annual property taxes. Gov Code §61115.(c)
11. **OWNER RESPONSIBILITIES:**
- a. **Change of Address:** Owners change of mailing address must be made online thru the owners portal _____ or received in writing, fax, on the remittance or by email. accountsreceivable@lakeshastina.com
 - b. **Receipt of Billing:** Owner must notify the district when they do not receive their bill. Not receiving the statement does not relieve the owner’s obligation to pay on time.

CONTACT INFORMATION:

Address: Lake Shastina Community Services District
16320 Everhart Drive
Weed Ca 96094

Hours: 8:00 a.m.– 5:00 p.m. open during lunch hours

Phone: 530-938-3281 Billing ext. 107