

# UPPER LA PLATA WATER USER'S ASSOCIATION

1438 NM Hwy 170

P.O. Box 207 La Plata, NM 87418

OFFICE HOURS: Mon-Thurs 8:30 AM TO 3:00 PM CLOSED 12:00/12:30PM

Telephone 505/326-1751

Fax 505/326-1781

{RETAIN FOR YOUR RECORDS}

## POLICY AND PROCEDURES

01/01/2024

Subject to change by direction of the Board

1. There is a minimum monthly water bill of \$42.26 plus tax. This allows for 0 to 3,000 gallons of water. **The minimum monthly bill applies every month regardless if the meter is shut off.** Table for Pricing: 0 - 3,000 gallons \$42.26; 4000 - 10,000 gallons \$8.39 p/1000; and 11,000 gallons-20,000 \$10.60 p/1000; and 21,000-30,000 gallons \$12.80 p/1000, 31,00 and up \$18.15 p/1000. To these prices is added sales tax and a penalty charge of 1 1/2% per month on unpaid balances. **There is also a return check charge of \$35.00.**
2. New water meter installation price is \$4,500.00, plus tax, and a \$50.00 Membership Fee. There may be an additional line extension charge which is determined by the Association. **Any and all line extensions are the property of the Association up to the meter.** As of November 11, 1997, the Board will not approve any payment plans for meter installation. (Payment must be made in full at the time of Board approval.)
3. There is a two week time period after application is approved to set water meters. We have to allow 48 hours for line spots from the utility companies and local government.
4. Water meters are read once a month, usually the last four days of each month, and bills are mailed out no later than the fourth of each month and are due no later than the 20th of the month.
5. Delinquent notices are usually mailed with the bills, and customers have until the 19th of the month to bring their delinquent accounts up to date. Delinquent accounts are locked once a month. A Red Disconnection Notice Tag will be hung prior to lock-up. This service is subject to a \$35.00 tag fee. To restore service after lockup, customers must pay their account in full, tag fee, plus a re-connect fee of \$50.00. Delinquent accounts may require a deposit. There will be a lien filed on delinquent accounts after three months of non-payment or earlier if the house is vacant and is for sale. The filing fee is \$25.00 and a \$25.00 removal fee will be assessed to the account.
6. Transfers require the signature of both present and new owners. Present owners must pay all water due in full and new owner must pay a \$100.00 Membership Transfer fee. Total due must be paid at the time of transfer. Previous owner will continue to receive the bill until both signatures are received. All transfers must have Board approval.
7. Customers who rent their property are required to give written permission to have the bill sent to their renters. The owners are hereby informed that, if a renter moves out owing a water bill, it is the final responsibility of the property owner to pay.
8. You are allowed only one Business or one Home on a single meter. This is a loan requirement and also provides for a fair cost balance on the main line system.
9. When a water meter is installed, the water company brings the water up to the meter site and includes the meter and a 10' stub out from the meter can. The water company is responsible for maintaining the water meter and everything back to the mainline. Any leaks or maintenance from outside the meter can to the residence are the responsibility of the property owner. The water company will have final say in the location of any meter.
10. **Customers are not allowed to use the meter valve as a shut off, if used as such there will be charges for any damages or repairs. Tampering with meters is a violation of the law and will be dealt with accordingly.** Customers are required by the State Plumbing Regulations to install their own cut-off valve. All wells or other water sources must be disconnected with a clean break from the water system. Anyone found to have a cross connection will immediately be disconnected from the water system. This is required by the EPA.
11. **Meters that remain locked have a minimum billing added each month until the account reaches a balance of \$2,992.50, at which time the meter service is removed.** Before service is reinstated for a locked meter, the customer must either pay the delinquent amount and re-connect fee or the price of a new meter, whichever is least.
12. Board meetings are held on the third Tuesday, of each month at 5:30 pm at the La Plata Community Center. Copies of Board meeting minutes may be obtained at the Association office for \$1.00 per page.

Member signature: \_\_\_\_\_

Date: \_\_\_\_\_