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DISTRICT BILLING POLICY

In order for us to maintain an excellent water supply and sewer collection and treatment system, our customers need to pay their bills consistently, and on time. These funds allow us to pay our bills, meet payroll for our employees, and maintain the system and equipment. Sometimes customers ask us about our account payment policy. In order to avoid any misunderstanding or confusion, our current billing, payment, delinquent and cut-off policy is stated below. These procedures apply until further notice of a change in policy is sent to you.

1. Meters are read on or around the 15th of calendar month, and bills are sent out during the last few business days of the month during which meters are read.

2. Bills must be paid on time. Payment must be received in our office no later than 5:00p.m. on the 15th day of each month. This deadline is called the "Regular Monthly Due Date." [If you pay by mail and mail your payment on the due date, it will be late; even if you mail the payment the day before it is due, it still may be late if we do not receive it on time. Customers paying by mail need to mail their payment far enough ahead of time to be sure we receive payment by the due date. They may want to follow up on their payment by telephone to be sure we received the payment on time.] If the Regular Monthly Due Date falls on a weekend or a holiday observed by the district, the due date for payment purposes shall be the next business day after the due date, again by 5:00 p.m. Payment must be in full, including any prior Late Fees, Service Charges, and regulatory assessments. **If full payment is not timely received, your account is considered delinquent and will be charged a LATE FEE. (currently \$ 15.00) at 5:01pm. It is your responsibility to make sure your bill is received in our office by the specified date and time, even if you do not receive a physical copy of your bill. If you are not receiving the bills, please contact the local post office.**

3. Delinquent accounts are subject to the disconnection process. On the next business day after the Regular Monthly Due Date, we will give separate, specific notice of our intention to terminate service, which may be required by law or by our Tariff. The notice will contain all of the required information and specify a payment deadline. If we still have not received payment by 4:30 p.m. on the date specified in the notice, two things will happen. **FIRST**, your account will be charged a Disconnection Fee (currently \$25.00) at the time that our disconnect list is printed on the next business day following that deadline. **SECOND**, our personnel will disconnect service shortly after that payment deadline

4. We are not obligated to accept payment of the bill when our employee is at the customer's location to disconnect service; field employees cannot accept payments at the time of disconnection. Field employees can give you time to get to the office to pay all charges due, including unpaid charges for utility services, Late Fees, regulatory assessments, and

Disconnection Fee. By doing so the customer may avoid both the inconvenience of disconnected service and also avoid incurring the Reconnection Fee if service is later restored (the Reconnection Fee currently is 25.00).

5. If service is disconnected as provided in the preceding paragraph 3, service will remain disconnected until **all charges** against the account are paid in full, including all unpaid charges for utility services, regulator assessments, Late Fees, the Disconnection Fee, and the Reconnection Fee. **If you make a payment online for restoration of your services you must contact the office to process the work order to restore the services.**

6. We reserve the right to disconnect service for any reason permitted by our Tariff or by applicable law, and which in addition to due to applicable law, in addition to the reasons stated in this letter due to or arising from a customer's failure to keep their account current, not prohibit. Similarly, we will not disconnect the service for reasons not permitted by our Tariff or for reasons which are prohibited by applicable law.

7. A disconnected service location whose account is brought current will be restored to active service as soon as our schedule permits, and in any event within 36 hours after the account is brought current. Our personnel will be available within normal business hours to accept payment on the day service is disconnected and the day after service is disconnected, unless the disconnection is at the customer's request or due to the existence of a dangerous condition related to the type of service provided.

8. Any damages done to the District's Property, including but not limited to: lids, antennas, meters, boxes, and connections will be at the expense of the customer.

This includes removing locks from locked meters and/or turning on a meter when not authorized by the District, which is tampering and incurs a fee of \$250 which will have to be paid immediately before the service is to be restored.

As you can see, these procedures can be both complicated and expensive for customers who do not pay their bills on time, in full each month. Unfortunately, the small percent of customers who are chronically delinquent cost the District more than their fair share of time, money, and staff effort, so it is only fair that they pay the extra costs associated with their delinquent accounts, rather than the customer base as a whole. We are constantly striving to supply reliable and quality water and sewer service at the lowest possible price. Thank you for your understanding and cooperation in this matter. Please do not hesitate to contact our offices if you have any questions or need further information about the contents of this letter.

2021 Consumer Confidence Report – Water Quality Report

You are now able to view the Orange County Water Control & Improvement District #2 annual water quality report on-line at **www.ocwcid2.com/ccr-2021**

To register for your Customer Portal : <https://ocwcid2.authoritypay.com/>

Account #: _____ CID#: _____