

**NORTH MARIN WATER DISTRICT  
REGULATION 53  
BILLING**

a. Date

Water bills normally will be rendered bimonthly, and after special meter readings have been taken.

b. Delivery

All water bills will be mailed to customers at the post office or e-mail address furnished to the District.

c. Payment

Bills for service shall be due and payable upon deposit in the United States mail or upon presentation to the customer. A bill is delinquent if payment is not received at the District's office by the due date printed on the bill, which is typically 25 days following the date the bill is mailed to the customer by the District

d. Payment by Credit Card

A customer's account shall be charged a 2% Convenience Fee (\$2 minimum) to recover the additional administrative expense incurred when payment is made by credit or debit card.

e. Returned Bank Items

A customer's account shall be charged \$9.00 for a check or electronic funds transfer returned by the bank unpaid. A customer's account shall be charged \$5.00 for electronic funds transfers returned from the bank with the notation of incorrect account number.

f. Disputed Bills

Any request for investigation of a disputed bill must be made to the District in writing. A disputed account will not be accepted as justification for nonpayment of a water bill, and payment in full shall be made pending settlement of the claim.

g. Refund of Overpayment

When the District determines that it has overcharged a customer on their water or sewer bill, a refund or credit (customer's choice) of the overpayment will be made for the amount as exclusively determined by the District. The calculation of the refund or credit amount will be made based on the actual duration of the overpayment up to a maximum period of five years. If overpayments extend for more than six months, the District shall pay to the customer simple interest thereon at the rate of one-half of one percent for each full calendar month the overpayment was held by the District.

h. Estimated Bills

If a meter fails to register correctly or cannot be read the bill will be based on an estimate of the amount of water used. Due consideration will be given in such estimate to the normal seasonal demand of such service and to any other factors that are significant in arriving at an equitable charge for the water service.

i. Final Bills

When a customer requests that his account be terminated, the District may determine his final bill by estimating the water used during the part of the billing period preceding the date service is terminated.

j. Termination

Whenever premises are vacated, the charge for water service shall continue until notice is given to the District, at its office, that the water service is no longer required.

k. Combined Bills

No two or more service connections will be combined in billing nor in computing the charge for water service.

l. Interest on Unpaid Bills

Simple interest at the rate of 10% per annum shall be added to any unpaid charge of the District 180 days after it is due or upon recordation of certificate thereof pursuant to Water Code Section 31701.7, whichever occurs first.