



Harbor View Mutual Water Company Alternate Payment and Payment Plan Policy

Harbor View Mutual Water Company understands that financial difficulties may occasionally make it difficult for customers to pay water bills on time. The Company will work with customers to establish alternate payment arrangements when appropriate in order to maintain continuous water service.

Customers with delinquent accounts may request an alternate payment arrangement, which may include one of the following options:

1. An extension of time to pay the delinquent charges.
2. Payment of the current bill in two installments during the billing period.
3. Amortization of the delinquent balance over the next five (5) bi-monthly billing periods.

Requests for alternate payment arrangements must be made in writing and will be reviewed by the Board of Directors or its designated representative.

Only one alternate payment arrangement may be granted within a twelve (12) month period.

If an alternate payment arrangement is approved, late charges may be suspended provided that all payments under the agreement are made on time.

If the customer fails to comply with the terms of the alternate payment arrangement, misses a payment, or submits a check that is returned for insufficient funds, the alternate payment agreement shall be void and all late fees and penalties will be reinstated. The full balance will become immediately due and payable.

Customers requesting alternate payment arrangements are encouraged to contact the Company as soon as possible if they are experiencing difficulty making payments.

