

Driftwood Heights Water System Billing & Collection Policy

Purpose

This policy outlines the billing schedule, payment expectations, late fees, and collection procedures for the Driftwood Heights Water System. It is designed to ensure consistent, fair, and transparent handling of all member accounts.

Billing Schedule

- **Meter readings:** Conducted semi-annually in **June** and **December**
 - **Bills issued:** **January** and **July**
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Payment Due Dates

- **March 1** (for January billing)
 - **September 1** (for July billing)
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Late Fees & Grace Period

- A **30-day grace period** is provided after each due date
 - If payment is not received by:
 - **March 31** or
 - **October 1**
 - a **late fee of 20%** of the outstanding balance will be applied
 - **Balances under \$25.00** will be carried forward to the next billing cycle
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Collection Process Timeline

If payment remains outstanding after the late fee is applied, the following steps may occur:

1. **Certified Late Notice**
 - Sent approximately **30 days after the late fee is applied**
 - A **\$100.00 certified letter fee** will be added to the account
 2. **48-Hour Final Notice**
 - A final notice may be posted at the property approximately **30 days after the certified notice**
 - This notice provides at least **48 hours** to resolve the outstanding balance
 3. **Service Interruption**
 - Water service **may be suspended** if payment is not received within the notice period
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Restoration of Service

To restore water service after interruption, **all outstanding charges must be paid in full**, including applicable fees.

Example Restoration Costs:

- Past due balance: \$275.00
- Late fee (20%): \$55.00
- Certified letter fee: \$100.00
- Shutoff fee: \$50.00
- Turn-on fee: \$50.00

Total Amount Due: \$530.00

Fee Allocation (For Transparency)

Fees collected are distributed as follows:

- **Late fees:** Driftwood Heights HOA
 - **Certified letter & processing fees:** Pearson Financial
 - **Service-related fees (shutoff/turn-on):** NW Natural Water
 - **Lien-related fees:** As outlined below
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Lien Process & Fees

If an account remains unpaid, a lien may be placed on the property. The following fees may apply:

- \$200.00 – Lien processing fee (Pearson Financial)
 - \$20.00 – Notary fee (Pearson Financial)
 - \$303.50 – Lien filing fee (Island County)
 - \$303.50 – Lien release fee (Island County)
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Important Notes

- The Association reserves the right to pursue collection actions, including liens, to recover unpaid balances
- Members are responsible for ensuring payments are made on time and directed to the correct billing address
- If you have questions or need assistance, please contact the Association promptly to discuss your account