

# LOS ALAMOS COMMUNITY SERVICES DISTRICT

82 North Saint Joseph St • (805) 344-4195 • Fax (805) 344-2908

Post Office Box 675

LOS ALAMOS, CALIFORNIA 93440

## Los Alamos Community Services District Disconnection of Services Policy

### IMPORTANT INFORMATION ABOUT PAYING YOUR BILL

Failure to receive bill does not relinquish responsibility for payment. If your bill shows a Past Due Amount that has already been paid, the new billing statement was likely processed and/or mailed before your payment was received. If this is the case, please disregard the "Past Due" amount as well as the "Total Due", and pay only the current charges. Payments received after 1:00 p.m. will be posted the following business day.

### PAYMENT METHODS

The LACSD accepts cash, checks, money orders and credit/debit cards\* either by phone, in person or by a completed credit/debit \*Payment Plan Authorization Application.

Your payment will be processed monthly on or after the 15<sup>th</sup> day of each month. \*Convenience fees apply. If a customer's check is returned by the bank by reason of insufficient funds in the customer's account, the customer will be charged a NSF check charge of \$35.00. If there is a second occurrence the customer will not be allowed to pay by check.

### PAY BY MAIL

Send a check or money order via mail with the enclosed remittance coupon. Please DO NOT send cash payment by mail.

### PAY IN PERSON

Pay your bill by cash, check, money order or credit/debit cards\* at the District's office located at 82 ST. Joseph Street, open Monday through Thursday, 8:00-4:30, office is closed for lunch 12:00-1:00 and on Fridays. You may also drop your payment in the drop slot located to the right of the District office front door, if you wish.

- You may apply for an alternative payment schedule or plan (the "Payment Plan") by submitting a written request to the District's Board Secretary prior to the scheduled date of service discontinuation. The written request shall (i) identify the circumstances that resulted in the nonpayment, (ii) describe the Payment Plan you are requesting, (iii) address your ability to pay the delinquent charges in accordance with the terms of the requested Payment Plan, and (iv) include documentation supporting your request, if available. The Payment Plan may provide for (a) a partial or full reduction of delinquent payments, (b) an extension of time or a temporary deferral of delinquent payments, (c) minimum payments to be made according to an established schedule, or (d) the amortization of delinquent charges over an established period of time.
- If you dispute the District's charges, you may request a bill review by contacting the Board Secretary. If you disagree with the Board Secretary's ruling, you may appeal the matter to the District's Board of Directors by submitting a written petition (the "Petition") to the Board Secretary within five (5) days after being advised in writing of the Board Secretary's ruling. The Petition shall (i) identify the charges that you dispute, (ii) state the reasons why you dispute the charges, (iii) provide a calculation or estimate regarding what you believe are the correct charges, (iv) include documentation supporting the Petition, if available, and (v) be accompanied by an appeal fee as provided in Appendix A to the District's Water Service Code.
- If you are the occupant of the property but are not the customer of record, you have the right, by contacting the Board Secretary, to become a customer of the District to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account. To become a customer, you will be required to agree to the terms and conditions of service and meet the requirements of law and the District's rules, regulations, policies and ordinances.
- If the District discontinues water service for nonpayment, you may make arrangements to restore service by contacting the Board Secretary.
- **Spanish** - Para obtener una copia de este aviso en español, comuníquese con el Distrito de Servicios Comunitarios de Los Álamos.
- **Chinese** - 如需本通知的中文副本, 请联系洛斯阿拉莫斯社区服务区。 Rú xū běn tōngzhī de zhōngwén fùběn, qǐng liánxì luòsī ālā mò sī shèqū fúwù qū.
- **Tagalog/Filipino** - Para sa kopya ng notice na ito sa Tagalog/Filipino, mangyaring makipag-ugnayan sa Los Alamos Community Services District.
- **Vietnamese** - Để có bản sao của thông báo này bằng tiếng Việt, vui lòng liên hệ với Khu Dịch vụ Cộng đồng Los Alamos.
- **Korean** - 한국어로 된 이 통지서 사본을 원하시면 Los Alamos Community Services District에 연락하십시오. hangug-eolo doen i tongjiseo sabon-eul wonhasimyeon Los Alamos Community Services Districte yeonlaghasibisio.