

CHERRY CREEK WATERWORKS DISTRICT  
Overdue Water Tolls Policy

Approved by: Board of Trustees  
Date: September 18, 2024  
Policy Number: 2024-03

**PURPOSE:**

To establish the Cherry Creek Waterworks District policy and conditions relating to the shut-off of water on overdue water accounts.

**POLICY:**

The Cherry Creek Waterworks District (CCWW) recognizes that there are water accounts that are in arrears. Water service disconnections will be enforced for customers that meet the below criteria:

1. The arrears amount exceeds three quarters of payments.
2. The amount in arrears is not part of a leak investigation or pending board approval for forgiveness.
3. Final notice has been sent via registered mail, with no response within 10 business days of mailing. Non receipt of a utility bill will not be recognized as a valid excuse for failure to pay the rates when due.

**Payment Agreements**

- I. A payment agreement signed by the property owner must be made to avoid disconnection of services. The agreement will clearly state that any payment arrangements missed will suspend services without prior notice.
- II. A payment arrangement will be based upon receiving 50% of arrears as a first scheduled payment made no later than 10 days from the date of registered mail with the remaining balance payable within 3 months of signed agreement.

**Disconnection of Service**

Water connection cannot be resumed unless all outstanding invoices, penalties, interest, and water disconnection/reconnection charges are paid in full. Service will be returned within 4-hours of confirmation of payment Monday to Friday 8:30 a.m. to 4:30 p.m. If disconnection falls on a Friday, Saturday, Sunday, or statutory holiday or one day prior, the reconnection will be subject to an emergency call out rate and proof of payment.

I HEREBY CERTIFY THAT the foregoing is a true copy of Policy Cherry Creek Waterworks District 2024-03 adopted by the District and sealed with the District seal on the 18<sup>th</sup> day of September, 2024.

  
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Wesley Kovacs, Administrator

  
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Dana Forrester, Chair