



Victor Valley Wastewater Reclamation Authority

A Joint Powers Authority and Public Agency of the State of California

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VWVRA COLLECTIONS POLICY FOR COLLECTION OF DELINQUENT FEES AND CHARGES

The Victor Valley Wastewater Reclamation Authority (VWVRA) has established the following collection policy effective immediately for matters related to its services, septage receiving facilities, and permits under Ordinance No. 001 and connection fees under Ordinance No. 002.

1. Fees for permits, sewer connections, processing of wastewater and any other services rendered by VWVRA must be paid upon receipt of an invoice. If the payment is not received thirty (30) days after the invoice date, a finance charge of 1.5 percent per month will be assessed on the unpaid balance monthly until the outstanding balance is paid. For example, if the outstanding amount is \$100.00, \$1.50 will be added for the first month then another \$1.50 for the next month and another \$1.50 for the following month until paid, not accumulating the finance charge to the principal.
2. If invoiced fees are not paid within thirty (30) days of the invoice date, VWVRA will initiate an internal collection effort that will include a verbal reminder via telephone that the invoiced payment is delinquent and is now due and payable.
3. If the outstanding balance is not satisfied within thirty (30) days after a verbal reminder has been issued (sixty (60) days after the invoice date), a demand letter will be sent to the delinquent account holder/customer.
4. If the delinquent customer still does not pay within thirty (30) days after the demand letter date (ninety (90) days after the invoice date), the non-payment will result in the assessment of a delinquent fee of 30% of the balance outstanding and receiving a delinquent notice from VWVRA. If paid within ten business days of this notice date, such penalty will be waived. If no payment is received within ten business days of this notice date, customer will be referred to a collection agency.
5. VWVRA conducts an annual review on its outstanding receivable accounts in January to determine which delinquent customers from a prior calendar year to apply an external collection effort and attempt to resolve the matter through judicial proceedings in either Small Claims Court or Superior Court.
6. All fees paid to VWVRA are not refundable. Written or verbal requests for refunds will not be considered. Only the Board of Commissioners can authorize a refund of fees.
7. Full payment is expected for invoiced fees or charges. Installment payments on an outstanding debt are not permitted and will not be accepted. Only the Board of Commissioners has the Authority to agree to installment payments.
8. VWVRA accepts credit card payments at its website at www.vwwra.com.
9. VWVRA also accepts ACH (Automated Clearing House) payments that are electronic transfers from one account to another.

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10. VVWRA discourages receiving cash payments but rather encourages other means of payments, such as checks, credit card and ACH transfers.