

Did *you* KNOW?

IMPORTANT!

All bills are due upon receipt and past due after the date posted on the bill.

MORE QUESTIONS?

Our website is packed with helpful information! Visit www.bjwsa.org

Payment Policies

BJWSA payment policies were established for the financial protection of all our customers, and are intended to encourage timely payment. All bills are due upon receipt and past due after the date posted on the bill.

Late Penalties

A penalty of 1.5% of the past due balance will be charged on the next month's bill for every late payment. The penalty is assessed five days after the due date.

Any account that is two months past due is subject to a delinquent fee of \$25.00 and service termination. In the event service is terminated, a reconnection/visit fee of \$50.00 will be charged in addition to the delinquent fee. Delinquent accounts may also be charged an additional account deposit. All charges, including penalties and fees will be collected before service is restored. Payment must be made between the business hours of 8:30am and 3:00pm, Monday through Friday (excluding holidays).

Check Policy

If your check or any other electronic transfer transaction used to pay us is dishonored, refused, or returned for any reason, we reserve the right to electronically debit your account for the amount of the attempted payment, plus a processing fee up to the amount allowable by law. Your bank account may be debited as early as the same day such initial payment is dishonored, refused or returned. If the item is returned to us as uncollected, the amount of the item will be charged back to the customer's account and payment must be made by cash, money order or credit card within three business days of notification in order to avoid termination of service. In the event service is terminated, a reconnection/visit fee of \$50.00 will be charged in addition to the returned check fee.

Authorization to Convert Your Check to an Electronic Funds Transfer Debit

By sending your check to us, you authorize us to send the information from your check electronically to your bank for payment. Your bank account will be debited in the amount of your check as early as the same day we receive your payment, and the transaction will appear on your bank statement. Your original check will be destroyed once processed, and you will not receive your cancelled check back. If we cannot post the transaction electronically, you authorize us to present an imaged copy of your check for payment.