

NCV Water Shut-Off/Delinquent Policy-Quick

Effective 6/6/18

Past due:

30 days:

Mail past due notice
\$25 late fee assessed

60 days:

Mail past due notice
State TURN OFF DATE not less than 10 days after this notice date if not paid in full or payment plan received
Advise to get on a payment plan to avoid shut-off
\$25 additional late fee assessed

70 days (or 10 days until shut-off date):

Remind customer of shut-off with hangtag/door posting and make a phone call to them

If no payment, payment plan or correspondence: initiate water shut off

Water shut off physically completed
\$200 lock fee applied to account
Any correspondence reminding them lien will be filed next
No requirement to accept partial payments, water only turned on with full payment including lock fee

90 days:

File lien with county
\$25 additional late fee assessed
Lien fee \$54 assessed (to HOA)
Lien processing fee \$150 assessed (to KCPS)
Lien to also include any delinquent HOA dues and late fees at the time

Payments received:

Apply as follows:

- 1: Legal fees
- 2: fines
- 3: late fees
- 4: interest
- 5: Dues/water/sewer trash