

**Pyramid Lake Paiute Tribe
PUBLIC UTILITIES DISTRICT**

BILLING & COLLECTION POLICY

This statement of official Public Utilities District policy establishes standards for the timely collection of all debts owed to the Public Utility District.

Section 1. Responsibility

It is the responsibility of all Public Utility District customers to insure compliance with these policies and procedures in accordance with the Pyramid Lake Paiute Tribe Ordinance Number 51 (Water & Sewer Ordinance). Administration of the policies and procedures is the responsibility of the Public Utility District located at the Tribal Environmental Department, 208 Capital Hill, Nixon, NV 89424.

Section 2. Scope

This collection policy applies to:

- Any customer with a new or a current billing account,
- The personnel responsible for administration of the Billing policy, which includes but not limited to the PUD staff, PUD Board members, and Tribal administrative staff; and
- Any private counsel or private collection agency employed by the Tribe for the purpose of debt collection.

Section 3. Customer Account Rights and Responsibilities

Section 3.1 Rights

Each account holder has the right:

- To have access to information about the nature and amount of the charges incurred;
- To receive their monthly bill in a timely manner, unless extreme circumstances occur;
- To have access to information on payment procedures;
- To have access to the account record of the customer;
- To dispute charges believed to be in error;
- To petition for removal of charges due to changes in their account status, including change of residency, disability or elderly status;
- To have the confidentiality of the account protected to the extent of the law;
- To be notified of any impending collection action;
- To be treated with respect and be free from harassment; and
- To have access to all Tribal ordinances or policies governing the account.

Section 3.2 Responsibilities

Each account holder has the responsibility:

The account holder loses the right to petition once an account has been referred to a collection agency.

Section 8. Non-Payment of Customer Accounts

An account is past due when payment of the amount due has not been received by the close of business on the due date. A minimum grace period of five (5) working days will be allowed for payment. Failure to pay by that time will result in:

Section 8.1 Late Payment Penalties

The amount of the late payment penalty will be \$2.00 per each 30 days the account is past due. All customers will be notified of any changes to the late payment penalty.

Section 8.2 Cessation of Services

All accounts that are past due greater than 60 days will have services ceased immediately until the account has been brought current or a payment plan has been agreed upon by the customer and PUD.

Section 8.3 Holds

All seriously past due accounts (90 days or greater) will have a hold placed on the accounts. Any requests for new services or a new account will be denied until a payment plan has been arranged and only if it is current.

Section 8.4 Delinquent Accounts

Delinquent accounts will be prepared for collection as defined in section 12 of this policy. An account is delinquent when:

- A customer account has a balance owing and no longer has a service address, OR
- A customer account has an account balance more than 120 days past due.

Section 9. Customer Default

If no mutually satisfactory agreement can be reached to bring the account current or if the customer fails to meet the terms of any payment plan, the PUD may accelerate collection efforts on the debt in accordance with Section 12 of this policy.

Section 10. Returned Checks

A returned check is any check tendered to the Tribe that is subsequently dishonored by the bank. The following steps will be taken to deter any repeat issuance of a returned check by an account holder:

Section 10.1 Returned Check Penalty

A penalty will be charged to the account in an amount established by the Tribe. The penalty may be waived if the check was returned in error from the bank (written confirmation required).

Section 10.2 Payment of a Returned Check Item

