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SESD'S PROCEDURES FOR DELINQUENT ACCOUNTS

1. In the event a utility customer becomes past due on their utility account, SEDS will send notification of termination on the customers utility bill, which will be due 10 days from the post mark date on the utility bill.
2. SEDS will deliver a 48 hour final shut off notice to those accounts not paid by the delinquent due date. The customer will be charged a fee for delivery of the notice and will be required to pay all past due. In the event the account has not been paid within 48 hours from the delivery of the notice, the customer's service will be terminated. The customer will then be required to pay the entire balance on their account, the reconnect fee and may be subject to a security deposit.

If the balance cannot be paid, the customer will have the right to a Deferred Payment Agreement, in which the total bill is divided into 6, 9 or 12 monthly installments. They will then be required to pay the first month's installment, the reconnect fee and any other applicable fees at that time by visiting SEDS's office.

3. In the event service is actually disconnected for non-payment, or crews are dispatched to disconnect service for non-payment, a reconnection fee is hereby imposed, whether or not service is actually disconnected.
4. This resolution shall be effective immediately.

Approved by SEDS Board 1/20/2009.

These procedures are in compliance with PSC guidelines.

BOARD OF TRUSTEES

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