
LEVI WATER SUPPLY COLLECTION POLICY

Like all families and businesses, Levi Water does experience the increasing cost of parts, services, supplies, fuel, utilities and labor expense. Our vendors, suppliers, contractors, and providers do expect payment on a timely basis each month. The annual operating budget is prepared with the expectation of prompt payment of accounts each month.

Levi Water extends their thanks and gratitude to the many customers that pay their billing promptly each month. The Application for Service does require that payment in full of the water bill is to be made each month.

The billing and collection procedures are established by the board of directors and the management and staff of Levi Water have limited authority on granting any exceptions to the collection policy, which also includes the waiving of any late charge

The billing cycle is generally from the 20th to the 20th of each month. The bills are generally printed and mailed on the 25th of each month and should be received by the first of each month. The bills are due by the 15th of each month. A 15.00 late charge will be added if payment is not received by the end of the business day on the 15th of the each month.

Late notices will be mailed on the 16th of each month and a disconnect date will be printed on the past due notice. If payment is not received by the end of the business day of the disconnect notice date, a disconnection order will be given to the field staff. If service is disconnected, a 50.00 reconnection fee will be added to the account. The total amount due plus the reconnection fee will be required before service is restored. There will no longer be any additional notice, reminder or text other than the monthly billing statement or the late notice.

Levi does understand that things do occur that can cause financial hardships and difficulties. However, if Levi is not made aware of any hardships, difficulties or medical emergencies, the collection policies will be strictly adhered to. The policies and procedures do not allow for the forgiveness of any bill. A payment schedule can be established for past due amounts in the event of a documented financial hardship or medical emergency, subject to final approval by the board of directors.

Levi does also recognize that the mail service has some issues and inefficiencies in the mail delivery distribution system.

Levi does have other options for receiving billing notices other than the postal service

Go to the Levi Water website (leviwater.com - bill pay online) to create an account.
(online payment is not required if you create an account)

Create an account (when the account is created, you will be able to view your balance anytime you sign in to your account).

Once an account is created, you can elect to have text or email notifications of billing, paperless billing, and autopay (12th of each month).

Other options include calling 888.409.3006 (24 hours) or business office at 254.857.3050 to obtain your balance.

Continued delinquency or multiple disconnections for non-payment can result in a complete termination of service. If an account is terminated, any future request for water service will be subject to availability.

Please contact Levi Water at 254.857.3050 if you have any questions.