

GUIDELINES FOR DISTRICT CUSTOMERS

1. Required security deposit for new accounts shall be in the amount of **\$200.00**. Your security deposit **must** be paid with **cash, credit card or money order**. Your security deposit will be held until services are cancelled and the final bill is paid.
2. When a home becomes vacant, **it is your responsibility to notify our office immediately upon vacancy to turn services off. Any customer who fails to notify our office of vacancy to turn service off will continue to be charged for water and sewer services and will be responsible for paying all bills in full.**
3. Customers that become more than 60 days delinquent past due will be sent a **Final Notice** and automatically charged a Final Notice fee of **10% of the past due amount**.
4. A customer who fails to pay the Final Notice will have his/her/its water services shut-off and will be required to pay his/her/its account current (pay all past due amounts plus the **Final Notice Fee**) plus a reconnection fee, with cash or money order, during office hours in order to have services restored. The reconnection fees are as follows:
For Standard Reconnect Charge: (between 0800 hours and 1500 hours)
The sum of **\$50.00** will be charged by the District if the service has been disconnected for non-payment or non-sufficient funds, and the customer has requested to be restored during regular working hours.
For After-hour Reconnection Charge
The sum of **\$90.00** will be charged by the District if the service has been disconnected for non-payment or non-sufficient funds, and the customer has requested to be restored outside of regular working hours.
5. Water service will not be terminated if the office is to be closed the following day. This will allow customers an opportunity to have water service restored the next business day or sooner.
6. If your check is returned, you will be charged a **\$25.00** service fee and possibly be required to make all future payments with cash or money order. Failure to pay a returned check will result in termination of services.
7. If service is locked out and the lock is cut, or in any way made possible to receive water during the lock out period, the customer/owner will be held responsible for a **\$25.00** lock replacement fee and any repairs needed to repair the damages. Failure to pay these costs will result in prosecution to the fullest extent of the law.
8. It is a violation of both local ordinances and State Law to reside in a home without water and sewer services. Fresno County can order a property with no sewer or water services to be vacated.
If services are shut off for non-payment, the owner will be notified. Failure to settle a delinquent account could result in service connections being removed from the property at the owner's expense.
9. Should you have a sewer problem **you must first notify the Laton Community Services District (LCSD) personnel at (559) 923-4802**. If an outside plumber is needed, LCSD personnel will advise you on what steps are to be taken and who is to be contacted. LCSD personnel **must** be present at the time a plumber is called in, in order to verify responsibility of sewer problems.
10. **IF YOU DO NOT NOTIFY LCSD OF SEWER PROBLEMS THAT REQUIRE AN OUTSIDE PLUMBING COMPANY TO COME IN AND YOU CALL THE PLUMBER, YOU WILL BE HELD RESPONSIBLE FOR THE BILL IN FULL. LCSD WILL NOT BE RESPONSIBLE.**