

Skyforest Mutual Water Company
Discontinuation of Water Service Policy

This policy ("Policy") will serve as a guide to inform Skyforest Mutual Water Company ("Skyforest") members on options to bring delinquent accounts current and avoid discontinuation of water service for nonpayment. This Policy applies to all Skyforest accounts for water service. Skyforest staff may be contacted via email at skyforestwater@msn.com or by phone at (909) 726-1024, to discuss the terms of this Policy and options for avoiding discontinuation.

A) Billing, Assessments, and Due Dates:

1. Bills for water service ("Water Charges") are payable upon receipt and shall become delinquent and the ownership interest subject to forfeiture and further penalties if not paid in full on or before [24] days after the billing date.
2. Assessments for the development, installation, depreciation, maintenance, improvement, and operation of Skyforest's water distribution system(s) ("Assessments") may be levied by the Board of Directors on members from time to time as deemed necessary. Assessments are payable upon receipt and shall become delinquent and the ownership interest subject to forfeiture and further penalties if not paid in full on or before [24] days after being assessed.
3. Payment for Water Charges and Assessments may be made via mail or online at <https://skyforestwater.com/pay-my-bill/>.
4. It is the member's responsibility to ensure that payments are received in full by the due date.

B) Forfeiture of Membership Interest:

1. Per Article II, Section 10 of the Bylaws, any membership interest upon which Water Charges or Assessments become delinquent is automatically forfeited to Skyforest. In that event, the holder of the membership interest must immediately surrender the certificate of membership interest to Skyforest.
2. Skyforest may initiate a civil action for collection against any holder of delinquent membership interests.
3. For up to six months after forfeiture of membership interests for failure to pay Water Charges or Assessments, forfeited membership interests may be recovered by the original owner by paying all outstanding Water Charges and/or Assessments, including all subsequent charges, assessments, penalties, and interest thereon, from the time they became delinquent.

C) Discontinuation of Water Service for Nonpayment:

1. Water service is subject to shut-off sixty (60) days after a bill or assessment becomes delinquent.
2. If water service is proposed for disconnection, Skyforest will reasonably attempt to notify the member by mail and telephone, and may also reasonably attempt to notify any tenants/occupants living at the service address, as further described below.
 - a) Written notice to member of record – At least fifteen (15) days before discontinuation of service, Skyforest may send a written notice (Disconnection Notice) to the member's mailing address, as well as to the service address which may be addressed to any occupants/tenants known to the Mutual to be living at that address. The notice will include the following:
 1. Member's name and address.
 2. Amount of the delinquency.

3. Date by which payment or arrangement for payment must be made to avoid discontinuation of water service.
 4. Manner in which water service may be restored in the event it is discontinued due to delinquency.
- b) Notice by telephone to member of record – At least seven (7) days before discontinuation of service, Skyforest will make a reasonable effort to contact the member by telephone. Skyforest will offer to provide the member with a copy of this Policy.
 - c) Final posting at service address - If Skyforest is unable to make contact with the member by telephone, Skyforest will make a reasonable effort to leave a notice of imminent discontinuation of service and a copy of this Policy in a conspicuous place at the service address. The notice and copy of this Policy will be left at the residence at least forty-eight (48) hours before discontinuation of service. The notice will include:
 1. Member's name and address;
 2. Amount of the delinquency;
 3. Date by which payment or arrangement for payment must be made in order to avoid discontinuation of water service;
 4. Written procedure by which the member can request a deferred, amortized, or alternative payment schedule;
 5. Telephone number where the member may request a payment arrangement or receive additional information from Skyforest.
 - d) A fee as specified in Skyforest's schedule of fees and charges will be assessed and added to the outstanding balance on the member's account when the Disconnection Notice is issued.

D) Restoration of Water Service:

1. Members whose water service was discontinued due to nonpayment are responsible for all unpaid Water Charges, Assessments, and associated fees, penalties, and interest. After residential water service has been discontinued, the delinquent balance including penalties must be paid in full before water service is restored.