

Krista Mutual Water Company

Disconnect Policy

The customer's bill for Krista Mutual Water Company (here in after referred to as the Company) gets mailed out on the first of every month. It is the Company's policy that all monies owed are due by the 21th of every month. If the monies owed are not paid by the 21th the Company may impose a late fee. Said late fee will be %10 of the monthly bill (example: \$65.00 balance is \$6.50 late charge, \$25.00 balance is \$2.50 late charge). The Company accepts only cash, check or money order for payment options. At this time, The Company does NOT accept credit or debit cards. Customers can mail their payment to the office at P.O. Box 951, Frazier Park, CA 93225 or they can drop off their payments at the office located at 3534 Mt. Pinos Way, Frazier Park, CA 93225. If the customer comes to the office after hours we have a locked drop box located on the front door. Customers can contact the Company by phone at 661-245-5613, or by e-mail at Kristawaterco@gmail.com or through the Company's website at www.Kristamutualwater.com.

If a customer's account gets to be 3 months' overdue the Company will send out a 20-day notice with their bill. If the customer does not pay within the 10 days or arrange with the Company a payment plan, the Company will then send out a red tag "disconnect notice" to the customer by hand delivering it to the house. The red tag will allow 10 days for the customer to make arrangement's or pay their bill. If the customer does not make an arrangement or pay their bill the Company will turn their water off. If this happens the Company will charge the customer \$150.00. If the customer wants their water back on they must pay the full amount owed plus \$150.00 turn on fee.

KRISTA MUTUAL WATER COMPANY

PLEASE TAKE NOTICE that your water service will be shut-off due to non-payment twenty (20) calendar days from the date of this notice. To prevent the shut-off of your water service, you must do one of the following:

- (1) Pay the Company the total balance due shown above;
- (2) Contact the Company to request a deferred, modified, or amortized payment arrangements; or
- (3) Contact the Company to request a review and appeal of your bill.

If the Distribution operator is called out after the 20 days a charge of \$150.00 will be added to your bill. If this bill exceeds \$300.00 a lien will be put on your property.

To arrange a payment schedule or appeal your bill, contact the Company for the applicable information and the time in which you must respond. A written request for amortization of the outstanding balance must be received within eighteen (18) days of the date of this notice (2 days prior to the turn-off date) to be considered by the company.

If you believe the shut-off of water service would result in a life-threatening condition, you must provide the Company with a doctor's certification attesting to the condition.

If you need assistance paying down any remaining water debt, you may be eligible for other State or Federal assistance programs. Financial assistance may also be available from private or local sources. To learn about these programs, please contact Kern County Human Services Department or other public or private assistance organizations. The Frazier Park Family Resource center may also have plans please contact them at 661-245-4303. Payments to the company can be mailed or delivered to:

Krista Mutual Water Company
PO Box 951
3534 Mt. Pinos Way
Frazier Park, CA 93225

The telephone number of the Company office is 245-5613 contact Pamela Jarecki at this number to arrange payment of delinquent bill.

Krista MUTUAL WATER COMPANY
PO Box 951, 3534 Mt. Pinos Way, Frazier Park, CA 93225
Office:661-245-5613 Email: Kristawaterco@gmailcom

**WATER SERVICE WILL BE DISCONTINUED AT THIS ADDRESS
AFTER THE 20TH OF THIS MONTH FOR NON-PAYMENT OF BILLS**

SHUT-OFF NOTICE

Customer:

Lot:

Address:

Amount Due: \$

Last day to pay:

Previously, you received a 20-day shut-off notice. To date, the Company has not received payment or contact from you. YOUR WATER SERVICE WILL BE SHUT-OFF AFTER THE DATE OF THIS NOTICE IF YOU HAVE NOT PAID OR CONTACTED THE COMPANY. Please refer to the 20-day notice for more information regarding payment arrangements, assistance, or the Company's shut-off policy. **Please note, the company is open Monday to Friday from 9-3 to make arrangements, we are not open on the weekend.**

You may also contact the Company for more information at:

Krista Mutual Water Company
PO Box 951
3534 Mt. Pinos Way, Frazier Park, Ca 93225
661-245-5613

Lot:

Address:

Krista Mutual Water Company

Installment Payment Agreement

For Past Due Water Service Charges

Date: _____

Customer Name: _____

Property _____

Amount Owed: _____

This payment agreement is made between Krista Mutual Water Company and _____. Customer is past due in the amount specified above related to water service. Customer acknowledges this amount is past due and owed, and agrees to pay Company as follows:

Monthly Amount: _____

Number of Months: _____

(not to exceed 12 months)

Customer agrees that the Monthly Amount will be invoiced as part of Customer's regular billing, and is in addition to the amounts regularly owed. If Customer fails to pay any amount owed to Company as part of regular billing or this Agreement, Company may pursue all legal remedies it may have against Customer and the Property including, without limitation, terminating water service, recording a lien against the Property, and/or seeking forfeiture of Customer's stock in the Company.

In any action arising from this Agreement, the prevailing party shall be entitled to recover costs, expenses, and fees, including reasonable attorney fees, incurred in connection with the action.

Krista Mutual Water Company

Customer Name:

By _____
name, title

KRISTA MUTUAL WATER COMPANY PO Box 951,
3534 Mt. Pinos, Frazier Park, Ca 93225
Office: 661-245-5613
[Email: Kristawaterco@gmail.com](mailto:Kristawaterco@gmail.com)