

TERMS AND REGULATIONS

Section A: Early Payment Discount

An early payment discount is available in the amount indicated if the discounted balance due is received in our office by the discount due date. To qualify for the discount, the account must have no unpaid balance as of the billing date. The owner/agent is solely responsible for the prompt delivery of payment. The date, as indicated by the endorsement stamp on your canceled check and on the front of this bill, is the date that payment was received.

Section B: Late Penalty

Any charges unpaid by the due date are delinquent. All delinquent charges will be assessed a ten percent late penalty.

Section C: Dishonored Check Charge or Credit Card Charge Back

Checks dishonored by your bank or charged-back credit card payments will incur a handling fee. Any discounts granted for payment with the dishonored check will be reversed. If the dishonored check is returned after the due date, the account is considered delinquent immediately and the applicable late charge will be assessed.

Section D: Non-Payment Service Termination

A service termination notice will be sent to the property owner/agent on record and the "Resident" at the serviced address when the delinquent

charges are more than 30 days past due. If no payment is received by the date indicated on the notice, the water service to the property will be terminated. The account will be charged a service termination charge as long as the service termination crew is en route to terminate service. Service will be reinstated when payment of the delinquent balance and penalty charge is received at the District office. (ref. RCW 57.08.081-5)

Section E: Property Lien for Non-Payment

A notice of intention to file lien will be sent to the property owner/agent and the first mortgage holder of record when the delinquent charges are over 30 days past due. If no payment is received within 15 days from the date of the notice, the serviced property will be "liened" for the balance due in accordance with state laws and District resolutions. The applicable interest will be assessed on the delinquent charges until paid.

Section F: Right to Hearing

If a bill is disputed, the customer has the right to a hearing before the General Manager, upon written request received by the District by the close of business on the day before service termination.

Section G: Known or Suspected Errors/Irregularities

All known or suspected errors or irregularities must be reported to the District within 30 days of the original billing statement date on which the error or irregularity first appeared.

SERVICE REQUEST ORDER

The District offers the following Service Request Order for your convenience within the categories below. Requests outside the listed categories made on the Service Request Order will not be processed. For other requests, please write or call the District directly: 6830 NE 185th St, Kenmore, WA 98028, voice: (425) 398-4402 or fax: (425) 398-4430 or email to: billing@nud.net

For street light service problems, please call 1-888-225-5773 (Puget Sound Energy) as NUD does not repair or maintain street lights.

The name on my account is not spelled correctly. The correct account name is:

Please change my email address to:

Please change my billing address to:

Customers using the Service Request Order must sign the order form (**unsigned requests will not be processed**). The customer should also provide the District with a contact telephone number.

Customer Signature	
Date	Phone No

For all other requests please visit us at: www.nud.net/departments/finance/forms.html