

Hardship Policy – Letter to Member

Lake Canyon Mutual Water Company

June 2021

Our residents and neighbors sometimes face circumstances that stretch their financial resources, and Lake Canyon Mutual Water Company is here to assist.

We will work with you on a plan to pay the balance of your bill over time.

Payment Arrangements

If you cannot pay your monthly water bill by the due date, please contact us via email at: lakecanyonmwc@gmail.com as soon as possible, and before your due date, which is the last day of the month.

We will work with you on a plan to pay the balance of your bill over time.

These payment arrangements may require you to:

- Pay the rest of the bill, possibly including any applicable late payment charges, according to an agreed upon schedule, not to exceed 12 months, following board review and approval
- Pay all future bills as they become due
- Only customers who have not broken similar agreements in the past twelve months are eligible to make these payment arrangements.

Your issue will be handled as confidentially as possible.

We look forward to working with you in your time of need.

COVID-19: We're Here to Help

We recognize the impact the coronavirus pandemic is having on all of our neighbors, but we encourage those who have been especially hard hit, by a job loss, illness, or other hardship, to notify us

We want to help you through this unprecedented, challenging time, even if that means offering a due date extension. Now more than ever, we want our neighbors to know we are here for them.

If you are having difficulty paying your water bill, please contact us. We offer payment arrangements and extensions to help. Additionally, we have temporarily suspended collections activities and shutoffs on residential service connections for non-payment.

In addition, on June 11, 2021, the Governor issued Executive Order N-08-21, which extends the prohibition on discontinuing water service for residential customers and small businesses in a critical infrastructure sector until September 30, 2021.

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