

Dear SMSSD Customers,

Effective next billing cycle, we will be updating our billing (late fee) policy to help work more effectively with our billing software.

**Changes will include:**

* Payments will be due on the 1st of the month
* Payments will be late on the 15th of the month

***For Example:***

* If a bill is generated and then mailed/emailed on January 1st, then it is due on February 1st.
* Your amount due is considered late if it is not paid by February 15th.
* A late fee would be posted to your account anytime between February 15th and February 26th.

**Here is our billing timeline:**

* Meters are read on the 25th of the month (For example: If we read on the 25th of February it would be for the time period of 1/26/18 to 2/25/18).
* Billing is created on the 26th of each month.
* Paper bills are mailed out between the 26th and the 1st
* Email bills are sent out on the 1st
* All bills are downloaded to X-press bill pay within 4 hours of email bills being sent to customers.
* Payments will be due on the 1st of the following month (as outlined in the example above).
* Payments will be late on the 15th of that following month (as outlined in the example above).
* Late fees will be assessed before the next billing is created on the 26th of the next month (as outlined in the example above).
* Late notices will be sent out on the 15th of the 2nd month that your account is past due.
* SMSSD or Attorney letters will be sent out on the 3rd month that your accounts are past due. The SMSSD or attorney charges will be billed to the customer ($5.00 to $25.00).
* Liens will be filed on the 4th month that your account is past due. The charges for this that will be billed to the customer are $250. If you are connected to the water system your water will be shut off at this time and you will continue to be billed the base fees and late fees. All other accounts will continue to be billed the current rate plus late fees.

If you need us to help in any way, please email us at [SMSSD2013@gmail.com](mailto:SMSSD2013@gmail.com) or call 435-469-1661 also visit our website at smssdutah.com.

Please include what you would like done, name and account number.

Also included is a Water account application form, please fill this out and return it to SMSSD so we can make sure all your info is correct.

Thanks SMSSD