

P04 – Overdue Accounts Policy

- Accounts that remain unpaid after 1 month should be reissued with a reminder stamp.
- If the account remains unpaid after two months then a note on the account will inform the debtor that if the account remains unpaid after the 20th of the month an interest penalty fee of 6% greater than our borrowing rate, to be set on an annual basis at the start of the each season will apply to the next account.
- Accounts that are outstanding after three months will have a letter attached to them, warning the overdue debtor that they risk having the right to take water withdrawn until the account is settled.
- If the account is not settled by the end of the fourth month after the account is issued then the company will cease to supply water to the debtor if they are shareholders of the company and water access will only resume after the account has been settled.

The above policy does not apply to accounts that are under dispute (see disputes policy)

LWIC accepts that there may be extenuating circumstances that arise that should allow additional time for payment without penalty, these may relate to personal situations around health or family, this policy is not intended to override extended credit granted for compassionate reasons.

Any terms outside of this policy should be ratified by the board, including extenuating circumstances as described above,