

Idlewood Water Control & Improvement District

732 Edgewood Circle, Lufkin, TX 75904
936-671-2653 (Call or Text)
Monday, Wednesday & Friday, 1pm to 5pm
IdlewoodWCID@gmail.com



www.IdlewoodWCID.com

Bill Payment Policy

Purpose

Applies to all residents, land owners, or bill payers under Idlewood Water Control & Improvement District's (WCID) service area. This policy outlines the various acceptable payment methods of sewer bills and the treatment of any returned payments by the bank.

Policy

Idlewood WCID will mail out bills each month, but regardless of receiving the paper copy or not, the sewer bill shall be due on the 10th of each month. Idlewood WCID allows payments in the form of personal checks, cashier's checks, money orders, ACH Draft, E-Checks, and bank bill pay. This option doesn't apply for customers who have been asked to pay by cashier's checks or money orders because of NSF checks in the past. Payments by cash, debit or credit cards are not accepted at this time. Customers who pay using ACH Draft or Bill Pay will still receive a paper bill. There will be no indication on your bill that you are on ACH or bill pay. These last two options may help with on-time payment. Details on previously listed payment methods, and late and returned payments, are outlined below.

Payment Options

Physical Payments

All physical payments through mail or delivered by 5:00pm in the drop pole by the office mailbox on the 10th of the month, shall be considered on-time and not charged a late fee.

ACH Draft

Registering¹ for Automated Clearing House (ACH) allows Idlewood WCID to automatically draft the payment from your bank account on the 10th of each month, or business day following, thereby eliminating concern for late fees. There is a \$1.00 processing fee each month for this service. Upon completion of the ACH Draft Form, drop it in the drop pole or turn it in during office hours, Monday-Friday between 1:00- 5:00pm. Forms must be received 10 days before a bill's due date in order for the draft to be active for that billing cycle. Cancellation of an ACH Draft must be delivered in writing 10 days before a bill's due date for the cancellation to take effect prior to the account draft.

Note: Idlewood residents have the option of choosing to draft Home Owner Association dues in conjunction with their bill.

¹ Must complete an ACH Draft Form which can be obtained from the Idlewood WCID office.

E-Checks

E-Checks using your bank routing and account number are accepted either over the phone or in-person at the Idlewood WCID office at the listed address. There is a \$1.00 processing fee each time this service is used. It is advised to sign up for ACH Draft instead of using this method on a monthly basis. Office hours available for payments are Monday-Friday, between 1:00-5:00pm. On the 10th of the month, payments made over the phone through e-check may only be made between the hours of 1:00-3:00pm. Do not leave your information on a recording.

Bill Pay

Bill Pay is an option which may be provided through your bank. This is a process offered by one's bank and is not controlled by Idlewood WCID. Signing up for Bill Pay means your bank will write a check, on your behalf, and mail it to Idlewood WCID each billing cycle.

An example of a typical enrollment process is as follows:

1. Enroll in online banking
2. Select the "Bill Pay" option in the selection menus
3. Select "Utilities" under the choices for "Bill Pay"
4. If "Idlewood WCID" is not shown as an option, select "Other Company"
5. Type in Idlewood WCID's information as follows:
 - a. Company Name: Idlewood WCID
 - b. Customer Account: (Customer account number shown on monthly green bill denoted by customer's last name and 3 additional digits)
 - c. Company Address: 732 Edgewood Circle, Lufkin, TX 75904
 - d. Company Phone: 936-637-6832
 - e. Company Email: idlewoodwcid@consolidated.net
6. Choose an amount and the date the bank is to send the payment

Note: Payments are to be delivered by the 10th of each month. Postmarked by the 10th does not constitute an on-time payment.

Payment Deficiencies

Late Payments

A late payment describes any payment not received by the 10th of the month. A \$20 late fee will apply for each late payment.

Returned Payments

When Idlewood WCID receives notice from a bank of an account with Non-Sufficient Funds (NSF)/returned check, a \$30 fee is applied to the customer's account. This applies to customers who pay by check or by ACH. After one NSF/returned check has occurred, the account shall automatically become a "physical payment only" account, thus requiring money order or cashier's check only for payment. Accounts on ACH will be taken off ACH and put on the "physical payment only" status. You will receive notice in the mail of any NSF's. After the account has been on "physical payment only" for a period of one year, with continual on-time payments, the customer can re-register for ACH draft or start writing personal checks again with the approval of the board of directors. The Idlewood WCID board reserve the right to assess each decision on a case-by-case basis.

Water Cut Off

Idlewood reserves the right to cut off water service once a customer's outstanding balance is greater than \$100. An official cut off letter shall be sent by Central Water with an actual cut-off date and incurs an automatic charge of \$25. If a customer is served this letter, full payment must be made before the deadline. If the deadline isn't met, the water shall be cut off, and an additional deposit shall be required in order to bring the total deposit on file to \$300.

Deposits

The current required sewer deposit amount is \$200. Many customers have less than a \$200 deposit on file as their accounts were opened prior to this requirement. Effective January 1, 2019, if an account has a deposit less than \$200, AND either has an NSF check or ACH draft, the customer shall be required to pay the additional amount necessary to bring their total deposit on file to \$200. The board believes this policy will benefit everyone by helping keep future sewer rates as low as possible.