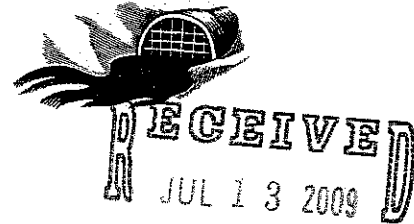


Newfields Village Water & Sewer District  
 P.O. Box 301  
 Newfields, NH 03856  
 603-778-8213



BY:.....



July 01, 2009

Dear Water & Sewer District Customer,

The Newfields Village Water & Sewer District would like to inform you of our updated billing policies and procedures. These procedures become effective with the July billing cycle.

The District maintains a quarterly billing cycle. Invoices are sent in January, April, July and October. The invoice is based upon water / sewer usage from the quarter prior to the billing month. Payment is due by the last day of the billing cycle month. See below.

<u>Billing Cycle</u>	<u>Usage Period</u>	<u>Payment Due</u>
January	Fourth Quarter	January 31
April	First Quarter	April 30
July	Second Quarter	July 31
October	Third Quarter	October 31

1. Invoices for accounts that are past due at any quarterly billing cycle will be printed on yellow paper. A past due account is one that is in arrears by at least one quarter. Yellow past due invoices will also be marked with an ink stamp to serve as your 15-day written notice of disconnection. The impending date of disconnection will be marked on this invoice.
2. Accounts that are not brought current within 14 days after the date on the yellow quarterly invoice will have their water shut off, **with no further notice**, on the 15<sup>th</sup> date.
3. If your service is disconnected, the District will leave a "Water Disconnect Notice" at your property with the information that you will need to contact one of the Commissioners once you are prepared to make payment in full on your account. The Commissioner will schedule the restoration of service with you.
4. Service will not be restored until payment is made to bring the account current. There is a Disconnection of Service fee of \$75.00 and a Restoration of Service fee of \$75.00. All fees must be paid in full prior to service being restored.

It is never pleasant to disconnect service from a customer. However, the District is no different than any other business that needs to get paid for services or products that they provide. It is important that the District has policies in place to help ensure that we maintain a current position with respect to our accounts receivable so that we can pay our bills. Maintaining and enforcing these procedures adds expense to our budget which ultimately makes the services that we provide more costly to our customers. The District strives to keep rates from escalating. However, just as your household expenses continue to rise, so do our expenses.

Thank you for your cooperation. If you have any question, please feel free to call or write to the District.

Ray P. Buxton, JR.  
 Chairman

R. Vernon Glass  
 Commissioner

Catherine Nelson Smith  
 Commissioner

Joe Bernstein  
 Treasurer