

**REGULATION NO. 2023-04**

**NORTH FORK SPECIAL SERVICE DISTRICT  
ELECTRONIC BILLING REGULATION**

WHEREAS, North Fork Special Service District (the “**District**”) is a Utah special service district charged with providing water, sewer, and fire suppression services to the Sundance Resort and surrounding areas in Utah County, Utah; and

WHEREAS, the District has the authority pursuant to Utah Code Ann. § 17D-1-103(2)(o) to impose fees or charges to services provided by the District; and

WHEREAS, pursuant to Utah Code Ann. § 17D-1-106, the District is subject to and governed by Utah Code Ann. § 17B-1-644, which allows the District to accept electronic payments for the payment of funds; and

WHEREAS, to promote cost savings, increase efficiency, and reduce the District’s reliance on less reliable methods of delivery, the District desires to implement an electronic billing system for the reporting and collection of fees and charges for services provided by the District; and

WHEREAS, the District estimates that implementing an electronic billing system will save a substantial amount per year in savings compared to paper billing; and

WHEREAS, the Administrative Control Board (“**Board**”) has reviewed the proposed Electronic Billing Policy (“**Policy**”) attached hereto as **Exhibit A** and finds its adoption to be in the best interests of the District, its customers, and its service area.

NOW, THEREFORE, BE IT RESOLVED effective immediately:

1. That the Policy attached hereto as Exhibit A is adopted in its entirety effective July 1, 2023 (“**Effective Date**”).
2. All other policies, regulations, or resolutions in conflict with this Policy will be automatically repealed in their entirety on the Effective Date.
3. In the event of any conflict between the Policy and any prior policy or resolution of the District following the Effective Date, the Policy takes precedence.
4. District employees and contractors are authorized and directed to take all appropriate actions to implement the Policy.
5. District employees and contractors are directed to educate the public about the change to electronic billing prior to the Effective Date.

## Exhibit A

### NORTH FORK SPECIAL SERVICE DISTRICT ELECTRONIC PAYMENT POLICY

#### SECTION 1.0 GENERAL PROVISIONS

- 1.1 Purpose. The purpose of this Policy is to require all customers of the District to receive statements and make payments online through an electronic system. Customers will no longer receive paper statements or make payments via mail. This Policy aims to increase the efficiency and reduce the costs of the District's billing and payment processes, while also providing convenience to customers.
- 1.2 Application of Policy. This Policy applies to the delivery of statements and the payment of all fees or charges for services provided by the District ("**Services**").
- 1.3 Amendments to Policy. This Policy may be changed and amended from time to time by appropriate action of the Board. No exceptions to this Policy may be permitted without the prior written approval of the Board.
- 1.4 Savings Clause. If any section, subsection, sentence, clause or phrase of the Regulation is for any reason held to be invalid by a court of law, such determination shall not affect the validity of the remaining portions of the Water Service Rules, which shall remain binding and enforceable against the Water Users of the District.

#### SECTION 2.0 ELECTRONIC STATEMENTS AND PAYMENTS

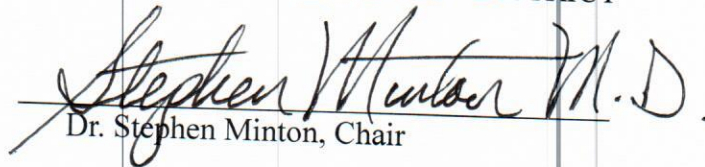
- 2.1 Billing Statements. The District shall cause statements for Services to be rendered monthly, or periodically as set by the Board, at rates established in the District's fee schedule. All statements and invoices for Services will be provided to customers electronically using the internet-based Electronic Bill Pay system. Customers will receive a notification via email when their statement(s) are ready for viewing and will be able to access their statement(s) through Electronic Bill Pay.
- 2.2 Payment for Services. The payment of all fees and charges for District Services shall be chargeable against, and payable by, the person designated in the District's accounts or the owner of the premises served by the District. All payments must be made electronically through the Electronic Bill Pay system. Online payments can be made using the customer's preferred payment method through the Electronic Bill Pay system.
- 2.3 Late Payments. Customers who do not make timely payments will be subject to the District's standard late payment fees and collection procedures.
- 2.4 Assistance. The District will provide assistance to customers who require help in creating an online account, receiving statement notifications, viewing statements, making payments, or setting up automatic payments. The District will also provide assistance to customers who experience technical difficulties with the Electronic Bill Pay system or have questions about their online statements or payments.

| 2.5 Opt-Out. Customers who are unable to access the Electronic Bill Pay system due to extenuating circumstances may request an exemption by contacting the District's customer service department. Exemptions will be granted on a case-by-cases basis, and may require supporting documentation and/or the payment of an additional fee for the use of alternative statement delivery and payment methods.

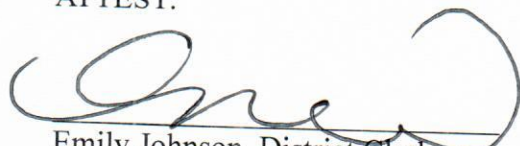
2.6 Privacy and Security. The District will ensure that all customer information is kept confidential and secure in accordance with applicable privacy laws. The District will take reasonable measures to protect the security of its online system and prevent unauthorized access to customer information.

ADOPTED AND PASSED this 11 day of May, 2023.

NORTH FORK SPECIAL SERVICE DISTRICT

  
Dr. Stephen Minton, Chair

ATTEST:

  
Emily Johnson, District Clerk

VOTING

Duaine Dorton voting yes  
Gary Liddiard voting yes  
Scott Hart voting yes  
Chad Linebaugh not present  
Dr. Stephen Minton voting yes  
Stewart Olsen voting yes  
Keith Payne voting yes