

August 13, 2008

«FirstName» «LastName»
«SecondName»
«Address1»
«City», «State» «PostalCode»

Re: Account# «AccountNumber»
«ServiceAddress»

Dear «LastName»:

**YOUR BOISE CITY SEWER SERVICE WILL BE TERMINATED BETWEEN
14 AND 21 DAYS FROM THE RECEIPT OF THIS LETTER.**

Your utility account is now delinquent in the amount of \$«Balance» for service through «BalanceThrough». As a result of your failure to pay this delinquent amount, sewer service to your property at «ServiceAddress» will be shut off. When service is stopped, there will be no way to discharge wastewater from your home. If you continue to use your sinks, showers, washing machine, dishwasher, toilets or other water-discharging appliances or fixtures, you will quickly cause a sewage backup into your house.

Boise City Code 8-11-09.08 allows you ten (10) calendar days upon receipt of this letter to request a pre-termination hearing before the Public Works Director or his/her designee. The request for a pre-termination hearing must be received at the Director's office on the fourth floor of City Hall within the allowed ten (10) days. You must make your request in writing to: Public Works Director, P.O. Box 500, Boise, ID 83701-0500 (208-384-3903).

If you request a hearing, you will be notified of the hearing date which shall be no sooner than seven (7) days from the date of the request. The purpose of the hearing is to determine whether the termination of service is appropriate. You will be allowed to present evidence and testimony on your behalf. The Public Works Director will render a decision, either at the hearing or in writing at a later date, based on testimony and evidence presented and the records of the city. The decision of the Director may be appealed to the Public Works Commission by filing a written appeal within ten (10) days of the date the decision is rendered.

If you do not request a hearing or fail to appear at the hearing, the balance will be deemed to be correct and termination of your service will take place. A warning tag will be hung

on your door the day prior to the scheduled termination date. In the future, if your account becomes eligible for service termination, you may be assessed at fee of \$110.00 for each subsequent door tag at this residence as provided in Boise City Code 8-11-07.03.

You will be responsible for the balance of your overdue account. You will also be responsible for all costs associated with the termination and reinstatement of your sewer service (not to exceed \$800), and any required deposit.

To avoid service termination, you must contact Boise City Collections and make full payment on your overdue utility account. You may make payment arrangements, but a promissory note must be signed and all rights to the appeal process will be waived. Payments must be made by credit or debit card, money order, cashier's check, or cash. No personal checks will be accepted. To arrange for payment, contact Collections at 208-384-3785.

Respectfully,

Boise Collection Department
208-384-3785

cc: John Tensen
Neal Oldemeyer