



COMMERCIAL WATER LLC PAYMENT TERMS AND COLLECTIONS POLICY NOTICE
EFFECTIVE JANUARY 10, 2026

This notice outlines COMMERCIAL WATER LLC'S payment terms and collections practices. These standards are intended to promote consistent billing, predictable cash flow, and uninterrupted service for customers.

1. Payment Terms

All invoices are issued with Net 30 payment terms. Payment is due within thirty (30) days of the invoice date.

2. Late Fees

COMMERCIAL WATER LLC does not assess late payment fees. Nonpayment is addressed through a structured escalation process.

3. Escalation Timeline

Stage	Days Past Due Date	Action
Current	0	Account in good standing. Normal service
Past Due	1-15	Courtesy reminder issued.
Overdue	16-29	Additional reminder issued. Continued nonpayment may impact account standing.
Delinquent	30+	Account may be subject to administrative action, including but not limited to account review or changes to payment terms.
Seriously Delinquent	60+	Account may be subject to service suspension, or additional collection efforts.
Severely Delinquent / Collections	90+	Account subject to removal of Company-owned equipment. Accounts may be referred to a third-party collection agency or legal counsel. Customer may be responsible for all reasonable collection costs as permitted by law including attorney fees and court costs, where permitted by law and where provided for in your written agreement.

4. Service Suspension

Accounts unpaid sixty (60) days after the invoice due date may be subject to service suspension until the balance is paid or acceptable payment arrangements are made in writing.

5. Equipment Removal

Accounts unpaid ninety (90) days after the invoice due date may be subject to Company-owned equipment removal.

6. Alternative or Modified Payment Terms

Requests for terms other than Net Thirty (30) days must be submitted directly to COMMERCIAL WATER LLC for review. Approval of any alternative terms is discretionary and must be confirmed in writing.

Customers with repeated late payments may be required to enroll in automatic ACH payments or prepay for services.

7. Dispute Resolution

Any invoice disputes must be submitted in writing within a reasonable time after receipt of the invoice. Undisputed portions of an invoice remain payable according to standard terms.

8. Payment Methods

Timely payment may be made by approved electronic payment methods, check, or other methods authorized by the Company.

9. Policy Enforcement

This policy is applied consistently to all customers and is intended to ensure fair and efficient account management.

COMMERCIAL WATER LLC reserves the right to interpret, apply, and modify this policy as business conditions require. Approval of alternative payment arrangements does not establish a precedent for future billing terms.

Questions regarding this notice or your account should be directed to: heather@commercialh2o.com or office phone 816-221-6669.