



# H O H O K A M

*The Power of Choice*

January 1, 2024

RE: Credit Card Payments/Payment Arrangements/Collection Account Fees

**CREDIT CARD PAYMENTS:**

District payments can be made online at [hohkamthepowerofchoice.com](http://hohkamthepowerofchoice.com) or through the “Smarthub” app, which is available for download on your phone. You will be required to enter account information when registering to use SmartHub. We also accept cash, money orders or checks at the District Office. Checks or money orders can be mailed to:

142 S Arizona, Blvd.  
Coolidge, AZ 85128.

**PAYMENT ARRANGEMENTS:**

We understand that people face financial difficulties, and we aim to assist our customers before service disconnection, if possible. District policy allows for four payment arrangements per account annually. If all arrangements have been utilized, the customer must pay the past due balance on their account to avoid disconnection.

If you need to arrange a payment, please visit the office at least one week prior to the scheduled disconnect date.

**DEFAULTED ARRANGEMENTS:**

If a payment arrangement defaults, the customer will lose their arrangement privileges for a minimum of six months, and a disconnect order will be issued. Service will be re-established when the customer has paid the balance in full, including all applicable fees.

**FINAL BILL/COLLECTION FEES:**

It is imperative that customers provide the District with current contact information, including email address, mailing address, and phone number. Three Final Bills will be mailed to our customers. As a courtesy, we will make one initial contact via email or phone call and send one final letter before referring the unpaid balance to a collection agency. A collection fee of 35% of the outstanding balance will be applied to the account, along with a monthly interest charge of 1.5 %, computed and applied daily.

Sincerely,

*Grace Garcia*

Grace Garcia  
General manager