

Shutoff Procedures - Past, Present and Future
As of June 9, 2017

	Before Monthly Billing	Per Current Ordinance	Proposed
Meters read	Quarterly - meters read January, April, July, October	By tower - 26th of previous month	By tower - 26th of previous month
Bills Issued	Areas 1 & 2 - billed February, May, August, November Areas 3 - 7 - billed March, June, September, December	Entire town billed by the 5th of each month	Entire town billed by the 5th of each month
Bills Due	last day of calendar month when bill issued	last day of calendar month when bill issued	last day of calendar month when bill issued
Penalties Applied	1st of the month following the due date	1st of the month following the due date	1st of the month following the due date
Late/Shutoff Notice	A late/shutoff/pink notice was sent to all delinquent accounts after penalties applied. This was sent on a different cycle from the next period's bill since billing done quarterly. For example bill sent May 1, pink notice sent June 1, next bill sent August 1.	Bill indicates that a second notice will not be sent as the next month's bill will indicate a previous balance which is subject to termination if not paid by the 15th. Sending a second notice at the same time as a new bill would most likely result in confusion!	A late/shutoff/pink notice will be sent but not until the 15th of the following month to hopefully reduce the number. This is preferable to calling delinquent accounts or putting out door knockers. Will hopefully also avoid confusion as sent at a different time than the new bill for the current month.
Shutoff	Shutoffs would occur based on the date given on the pink notice. Typically around the 20th of the month.	Shutoffs should occur if payment is not received by the 15th of the month following the bill's due date.	The pink notice sent above will indicate a date at least 7 days from the date of the notice in which shutoff will occur if payment is not received, i.e. the 22nd of month if notices sent on the 15th.

Note: If the proposed procedures are agreed to and adopted, the City Code should be amended to reflect accordingly.

(Ord. 1362, passed 6-7-82; Am. Ord. 1775, passed 2-15-93; Am. Ord. 2859, passed 10-19-09)

§ 50.55 FAILURE TO PAY CHARGES; PROCEEDINGS

If any person, firm, or corporation shall neglect to pay his or their charges for water, sewer, or combined water and sewer service when due or shall fail to pay the deposit required by §50.51(C), the City Administrator may, in addition to the other penalties and remedies herein provided, elect to terminate water and sewer service to the property by complying with the following procedure:

- (A) Effective October 1, 2016 for the September 2016 billing, and for each month thereafter, if the charges or deposit remain unpaid for a period of more than 30 days after the bill therefore was first rendered the account will be subject to a late fee as described in §50.50 and termination of service. Service will be discontinued if payment is not received in full within 15 days following the due date. No second notice will be sent. The user shall have the right to a hearing in front of the City Administrator or his or her designee concerning the delinquency, if such hearing is requested within ten (10) days after the due date of the delinquent bill. If a request for hearing is received within the ten (10) day period, a hearing will be scheduled in front of the City Administrator or his or her designee within forty-eight (48) hours (excepting weekends and holidays) of receipt of the request for a hearing. The hearing shall occur after the forty-eight (48) hour scheduling period.
- (B) If no hearing is requested within the ten- (10) day period, the City Administrator may cause the water and sewer service to be turned off.
- (C) If a hearing is requested and held, notice of the City Administrator's decision must be sent to the user and the owner, if the owner's address is known, informing them of the decision, and if the decision is against the user, informing them that his water and sewer service shall be terminated ten (10) days after the date of the notice unless the charge or deposit is paid in full prior to that time. Appeals of the decision of the City Administrator may be made directly to the Mayor and City Council if requested in writing within ten (10) days of the date of mailing notice of the decision.
- (D) Once turned off, water services shall not be restored until all delinquencies, damages, charges and restoration fees for turning the water off and on are paid in full or satisfactory arrangements have been made for the payment thereof. Said restoration fee shall be \$50.00 provided restoration occurs between the hours of 8:00 a.m. and 3:00 p.m. on Monday through Friday, excluding city designated holidays, or \$100.00 if restoration occurs at any other times (after hours). The after hour's restoration fee shall automatically increase on May 1, 2011, and annually on May 1st thereafter, by three and one-half percent (3.5%) or the rate of inflation, whichever is greater, and rounded to the nearest