


CITY OF WASHINGTON
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MEMORANDUM

TO: Mayor Manier and City Council
FROM: Joanie Baxter, Controller 
DATE: June 30, 2017
SUBJECT: Water Shutoff Policy Revision

In conjunction with the implementation of monthly billing in October 2016, the shutoff policy for delinquent payments was revised. The second notice was eliminated and wording was added to the monthly bill to indicate that a previous balance left unpaid was subject to termination of service if not paid by the 15th of the month. There has been some concern over the past months in regard to terminating service without a second notice and thus customer service staff have been making phone calls for delinquent bills subject to termination.

The procedure was originally changed due to the next month's bill indicating a previous balance subject to termination and thus serving as a second notice and to avoid confusion with a customer receiving a new bill for the month along with a shutoff notice for the previous month. In light of the desire to issue another notice prior to termination, Staff proposed to the Finance & Personnel Committee and they concurred to revise the ordinance for the following procedure:

- Penalties will continue to be assessed if payment is not received by the due date.
- If the bill remains unpaid, a shutoff notice will be issued no earlier than the 15th of the month following the issue date.
- Shutoff will occur if payment has not been received within seven (7) days following the issuance of the shutoff notice.

First Reading of this ordinance will be held July 3, 2017 with Second Reading and adoption scheduled for July 17, 2017.

C: Jim Culotta, City Administrator

ORDINANCE NO. _____

Synopsis: The following ordinance will amend the section of the City Code relating to the process by which the City addresses the failure to pay utility charges.

AN ORDINANCE AMENDING CITY CODE SECTION 50.55 FAILURE TO PAY CHARGES; PROCEEDINGS

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF WASHINGTON, TAZEWELL COUNTY, ILLINOIS, as follows:

Section 1. That Chapter 50 of the City of Washington Code of Ordinances is hereby amended by inserting the bold text and removing text as shown below in Section 55 entitled "Failure To Pay Charges; Proceedings" to read as follows:

§ 50.55 FAILURE TO PAY CHARGES; PROCEEDINGS

(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.~~ **If the bill remains unpaid, a shutoff notice will be sent no earlier than the 15th of the month following the issue month indicating that termination of service will occur if payment is not received within seven (7) days.** 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.

Section 2. That this ordinance shall be in full force and effect from and after its passage, approval, and publication as provided by law.

PASSED AND APPROVED this _____ day of _____, 2017.

AYES: _____

NAYS: _____

Mayor

ATTEST:

City Clerk