

NEW UTILITY COLLECTION POLICY

Adopted June 11, 2013
Effective with billings of July 25, 2013

1. Utility meters will be read on the 25th day of the month. Allowances are made for weather conditions, holiday, and emergency situations.
2. Bills will be mailed to customers before the 1st day of the next month. Failure to receive a bill does not exempt the customer from payment responsibilities or from being charged any late penalties.
3. Bills are due and payable upon receipt. The absolute final due date for payment is the 15th day of the month following the date the meter was read. **This means that the payment must be RECEIVED in the Town office on or before 4:00PM on the 15th of the month. Payments dropped in the collection box after 4:00PM on the 15th of the month, or received in person or by mail after 4:00PM on the 15th of the month will be considered LATE payments and subject to late penalties. Customers need to take necessary steps to insure that payments are timely submitted.** Failure of the delivery of payment does not exempt the customer from payment responsibilities or from being charged any late penalties
4. Accounts which have not been settled the 15th day of the month will be deemed **PAST DUE**. The account will be assessed a 10% penalty. The late payment fee shall be waived upon request from a customer who has been a customer for at least 24 months, and has made all payments for service on time and had no instances of attempting a transaction with insufficient funds.
5. Any **LATE** accounts which have not been satisfied before the next meter reading – the 25th of the month – will have service terminated. **This means that late payments must be received in the Town Office before 4:00PM on the 24th of the month.** Service will only be terminated Monday-Thursday. The meter will be locked, service will be discontinued, and a \$20.00 disconnect fee will be placed on the account. Service will be restored when the customer pays the PAST DUE account **IN FULL**, plus any applicable reconnect charges.
6. Please note: There will be 3 separate charges once a bill is past due: the 10% late charge; a \$20.00 DISCONNECT fee (the cost for Town personnel to go to the site and secure the meter); and a \$20.00 RECONNECT fee (again, the cost for Town personnel to go to the site and restore service)
7. Accounts thirty-days (30) past due will be closed. All outstanding charges for usage, penalties, disconnect/reconnect fees, and additional water/sewer usage will be totaled and deposit applied to the unpaid balance.

Example:

Customer John Doe has his meter read on May 25th. This was for water used since April 25th. The charge is \$67.24. The bill will be mailed on or before June 1, 2013. The bill is due upon receipt – meaning it is DUE when he receives the bill!

Customer Doe has until June 15th to pay the bill. This is a 15 day grace period to pay the bill.

June 15th is a Saturday. Therefore, Customer Doe needs to make sure that his payment is RECEIVED in the Town Office before it closes at 4:00PM on FRIDAY, June 14th.

For whatever reason, Customer Doe does not pay the bill on or before June 15th. Therefore his bill is PAST DUE. He will be assessed a 10% penalty -- \$6.72. His total bill now stands at \$73.96.

If Customer Doe wants to avoid having utility service disconnected, he must pay \$73.96 before 4:00PM on June 24th.

For whatever reason, Customer Doe does not pay this past due amount before the 25th of June – which is the date of the next meter reading. On that date, the Clerk will generate a list of those customers who have PAST DUE accounts. AFTER the meters for June 25th have been read, Town staff will DISCONNECT those accounts which are PAST DUE. Customer Doe is one of those accounts. His account will be assessed a \$20.00 DISCONNECT Charge. His bill is now \$93.96.

Customer Doe is home when the service person comes to disconnect the service. He asks that the meter not be locked and that he will go and pay the past due balance. Customer DOE still owes the combined disconnect/reconnect fee!!! The fact that he “stopped the process” before staff shut off the water in no way removes the disconnect/reconnect fees!

Customer Doe wishes his service reconnected. He will be charged 20.00 RECONNECT fee plus the \$93.96 in outstanding charges for a total of \$113.96.

If Customer Doe still does not pay this outstanding balance by July 15th, the account will be CLOSED. He will owe the \$113.96; he will owe the amount for usage from May 25 to June 25; he will owe the amount for usage from June 26 to July 15th. All of this will be added together; the deposit of \$250.00 will be applied. If he is due a refund, it will be issued. If there is a balance still due, it will be referred to the attorney for collection.