

## Section 1 – CONNECTS, DISCONNECTS AND WORK ORDERS FOR SERVICE

- 1.1 When a person wishes to connect, the utilities department will ascertain whether that person has any outstanding bills at a prior location. If so, the person will not be allowed to use city services until these outstanding bills are paid in full.

## Section 2 – METER DEPOSITS

- 2.1 All new customers into the city system will be required to pay a deposit against future services. No deposits will be waived. The initial deposit for residential customer is \$150.00.
- 2.2 The name on the meter deposit slip is to be the same as the name on the account listing. The deposit slip shall not be written under the wife's name and the utilities under the husband's name.
- 2.3 In the even a residential or commercial customer shall have his services terminated for nonpayment of his account, a disconnect fee of \$50.00 will be charged along with a \$50.00 re-connect fee before the water is turn back on. The bill will also need to pay at that time in full with the 10% late fee.

## Section 3 – METER DEPOSIT REFUNDS

- 3.1 Meter deposits may be refunded to those customers who have been current in making their utility payments during the year from the connect date and no delinquency existed. Renters will not be refunded their deposit.
- 3.1 A check will be issued to the customers for the deposit refund.
- 3.2 No meter deposit refund will be made on a disconnecting account until after the final reads have been made. The deposit will be applied against the final bill at the time of termination of services. Should a credit balance exist after the meter deposit has been applied to the final, a refund check will be issued to the customer for the amount of the credit the following month after council meeting.
- 3.3 If a customer transfers to other town utilities and has a deposit on file, the meter deposit will be transferred to the new account and no new deposit will be required.

## Section 4 – DELINQUENCIES, LATE CHARGES AND CUT-OFFS

- 4.1 An account will be judged delinquent if it is not paid by the “due date” of the 20<sup>th</sup> of each month. A service charge of 10% will be added to the bill on that portion which is delinquent.

- 4.2 At a date when a bill becomes delinquent, a “ten day cut-off notice” is sent by first class mail to the delinquent customer. The next day after the cut-off notice the customer will receive a red tag that will give him until 1:00 the next to pay his account in full. Cut-off shall occur on the next business day at 1:00 succeeding the final red tag notice. Nothing shall require that the town use efforts other than “reasonable good faith efforts” to locate the customer. The customer shall be responsible for ensuring that the town personnel have updated telephone numbers and telephone lists. The town shall not be obligated to “track down” customers who have failed to provide updated telephone numbers.
- 4.3 If the bill is not paid within the ten day period and after the red tag notice, no further notice will be given and services will be terminated as soon thereafter as personnel are able to do so.
- 4.4 The town will assume no responsibility for any resulting damage due to termination of service.
- 4.5 When the water service is terminated for non-payment, the delinquent bill must be paid in full plus the disconnect and connect fee outline in Section 2.3 before service will be restored.
- 4.6 The Town of Swink is not responsible for mail deliveries. If for some reason the customer does not receive the bill or notices, it is the customer’s responsibility to notify the Town. Termination will still take place as stated previously. The customer is also responsible for notifying the town office of any payments made during the “notice” period.
- 4.7 When the 20<sup>th</sup> of the month falls on a weekend or a holiday, the due date becomes the first working day immediately following the weekend or holiday.

#### Section 5 – RETURNED CHECKS

- 5.1 When a customer check is returned to the Town there will be a \$25.00 return check charge.
- 5.2 If the check is returned and was given to the town to avoid the late charges, the late charge will be added to the amount due plus the check charge.
- 5.3 The customer is contacted by authorized personnel and given sufficient time to pick up the check. (No more than 3 days.) If the customer does not do so, services are immediately terminated.
- 5.4 If two checks are returned for insufficient funds, the customer is put on a cash-only basis.

