



## UTILITY ACCOUNT POLICIES & PROCEDURES

### **SECTION 1. UTILITY CONNECTION (OMC 9-1B-7(A))**

Application for water, sewer and storm water management shall be made at City Hall. Utilities shall be turned on only if the account balance at the service address is current and only if the customer has no other outstanding utility accounts. Account shall be paid in full prior to connection. Payments may be made at City Hall, by mail or electronically through the city website. [www.cityoforting.org](http://www.cityoforting.org) Failure to submit an application for service will result in the water service being shut off.

### **SECTION 2. BILLING**

#### **A. Utility Dates (OMC 9-1D-1)**

1. **Billing Date** - Meters will be read on or about the last week of the month and bills will be sent out in the first week of each month and should arrive by the 10<sup>th</sup> of each month. **Failure of customer to receive a billing mailed by the city does not prevent assessment of a late penalty.**
2. **Due Date** - Payment is due upon receipt. **(OMC-9-10-2(A) - Resolution #2017-17)**  
Payments must *physically* be in City Hall or paid through the city electronic payment option, by the 26<sup>th</sup> of the month at 8:00 am. If payment is not received by 8:00am on the 26<sup>th</sup> of the month, a late fee shall be assessed (See Sec. 3B). Payments made in the drop box or electronically after 8:00 am on the 26<sup>th</sup> will be considered late. If the 26<sup>th</sup> falls on a holiday, Saturday or Sunday the bill will be considered delinquent at 8:00 am on the first business day following the holiday or weekend.
3. **Shutoff Date** - A notice will be sent to all customers who are delinquent on their account. **(OMC 9-10-2(A) – Resolution 2017-17)**  
Customers have fifteen (15) days from the 26<sup>th</sup> of each month to pay the delinquent account. If the account is not paid in full water services shall be discontinued until the account is made current. If the delinquent due date falls on a holiday, Saturday or Sunday the bill will then become due at 8:00 am on the first business day following the holiday or weekend. (See Sec. 3C)

### **SECTION 2. FEES**

#### **A. Returned Check Fee (OMC 9-1D-1(D) - Resolution #2016-21)**

1. A \$40.00 fee shall be assessed, per account, on any returned payment. Customer shall pay, **with cash**, the amount of the returned payment, plus the \$40.00 fee, per account.
2. Notification will be mailed once the city has been notified of the returned payment. The letter will specify a due date to satisfy the returned payment. If payment is not made by the due date specified in the letter, a red shut-off notice will be hung on the residence, this notice will have a *final* due date.
3. If the customer does not satisfy the returned payment, by the *final* date given, the water service shall be discontinued. Customer shall pay, in cash, the amount of the returned payment and the \$40.00 returned payment fee prior to reconnecting the service.

#### **B. Late Fee - \$10.00 (OMC 9-1D-1(D) - Resolution #2017-17)**

1. If customer has not a paid utility account in full by the due date of the 26<sup>th</sup> a \$10.00 late fee shall be assessed.
2. If the delinquent account was paid in full after the due date and the \$10.00 late charge was assessed

then the \$10.00 balance may be carried into the next billing cycle and the water utility will not be shut off.

**C. Administrative Shut-Off Processing Fee - \$50.00 (OMC 9-1D- 1(B) - Resolution #2017-17)**

1. If outstanding balance is not paid in full by due date the customer shall be sent a delinquency notice stating the date of shut-off. If account is not paid in full before shutoff date, then water service shall be discontinued. Payment must physically be in city hall before the shutoff date. A shutoff processing fee will automatically be assessed on all delinquent accounts on shutoff day, *even* if payment is received prior to discontinuing the utility.
2. If the lock is cut/removed from the meter a \$35.00 fee will be charged to the customer's utility account. In addition a \$50 disconnection fee will be charged.
3. The customer shall pay the past due amount in full, the late fee, and administrative fee, prior to reconnecting the utility service. Payments are accepted from 9am-5pm at City Hall or electronically through the city website.

**SECTION 4. WATER LEAK RATE ADJUSTMENT (OMC 9-1D-4)**

- A.** A City water utility customer may apply in writing to the City for a water leak rate adjustment. Making such a request does not extend the period for payment of the water bill. Requests for adjustments on delinquent accounts will not be acted upon until the account balance is paid.
- B.** A water leak rate adjustment is permitted once in an eighteen (18) month period and may only be applied to one billing period. If a leak adversely affects two (2) bills and the customer showed due diligence in fixing the leak in a timely manner, a second adjustment will be considered by the City Treasurer. To be eligible for the rate adjustment, the following must apply:
1. The affected water line must be owned by or be subject to the exclusive control of the customer;
  2. The increase of water usage for which an adjustment is sought must be due to a verifiable water leak in the *water line* between the customer's side of the water meter and the customer's residence or structure;
  3. The water usage sought for adjustment must exceed two (2) times the customer's highest usage in any single billing period during the 18 months prior to the billing period sought for adjustment;
  4. The customer must apply for a water leak rate adjustment within 30 days of the City's issuance of the water bill sought for adjustment; and
  5. The customer must provide proof that the affected water line has been repaired, such as photos of repair or a receipt from a licensed plumber.
- C.** Following a request for a water leak rate adjustment, the City Treasurer, or his/her designee, shall review the request and determine whether or not to approve a water leak adjustment. In order to make a proper determination, City staff shall be entitled to access, inspect, and approve the customer's water line repair prior to granting a water leak adjustment.
- D.** If approved, the City shall make a water leak adjustment by issuing a credit to the customer's account. The adjustment shall not exceed the total water usage for the billing period sought for adjustment minus the customer's average water usage. For purposes of this subsection, the "average water usage" shall be computed by determining the total volume of water consumed, under normal use conditions, during the preceding 12 months and dividing that total volume by the number of times the City would typically read the customer's water meter in a 12-month period. For customers who have been receiving service for less than 12 months, the average water usage shall be based on average usage during the months of service. In no instance shall the water leak adjustment exceed \$800.00.