

RESOLUTION NO. 22 FOR 2017

A RESOLUTION SETTING DELINQUENCY NOTICE AND SERVICE INTERRUPTION POLICY FOR WATER AND/OR WASTEWATER UTILITY ACCOUNTS

WHEREAS, the Sweet Home City Council has provided that "Rules" can be adopted as Resolutions to carry out provisions of Water and Wastewater (Sewer) Ordinances in accordance with Ordinance 1174 and 1175; and

WHEREAS, Sweet Home Municipal Code provides that "All bills (water and/or sewer) are due when mailed and shall be considered delinquent if not paid by the fifteenth (15th) of the month following the month in which the service was provided and/or charges incurred"; and

WHEREAS, City desires to establish a formal policy regarding the handling of delinquency notices, delinquent accounts, and/or interruption of service.

NOW, THEREFORE, BE IT RESOLVED BY THE SWEET HOME CITY COUNCIL that effective upon passage of this Resolution, the following shall be in effect:

Consumption (usage) is typically measured from mid-month to mid-month, i.e. February 20 – March 19, and bills are prepared for mailing approximately three business days before the end of the month to ensure bills are received by customer within first three business days of the following month, i.e. by April 3.

Each bill received shall have the "date due" listed and if payment is not received within office by the end of business on date due, a "delinquency notice" shall be generated and mailed. If the amount indicated on the delinquency notice is not paid by date and time indicated, service is subject to interruption and account shall be assessed a penalty fee as set by Resolution. In addition, delinquent amount (including fees and service charges) shall begin to accrue interest as set by Resolution until paid in full. If service is scheduled to be interrupted for non-payment according to the process established below, a service charge shall be applied as set by Resolution. Service shall not be restored until all charges, including interest accrued and the expense of removal, closing, and restoration shall have been paid.

Service may be interrupted according to the following process:

Residential, Commercial and Industrial Customers - Any customer with a delinquent amount owing (including interest, penalty fees, and/or service charges) shall be subject to service interruption. Interruption of service shall take place no later than the second Wednesday of the month following delinquency notice due date.

Payment Arrangements - Any customer that is unable to pay the entire amount due to unusual circumstances, to avoid service interruption, shall have the opportunity to request "payment arrangements". In order to be considered, all payment arrangements must include current month billings PLUS amount to be determined and is intended to be no longer than three months in duration. Interest shall continue to accrue on all delinquent amounts.

This resolution supersedes any/all prior resolutions setting delinquency notice and service interruption policy for water and/or wastewater utility accounts including Resolution 8 for 2006.

PASSED by the Council and approved by the Mayor this 24th day of October, 2017.



Mayor

ATTEST:



City Manager – Ex Officio City Recorder