

Utility Billing Policy

- 1) An application for Water/Sewer service is required.
- 2) Payments are due each month.
- 3) There is a \$25.00 NSF(non-sufficient funds) fee.
- 4) If payment is not received by the 1st of the month for the previous month, a past due notice is sent. If tenant occupied, notices are sent to property owners within 14 days of becoming past due.
- 5) The options for delinquent accounts:
 - a. Deferred Payment Agreement(DPA)
 - b. Disconnection
 - c. Added to the Tax Roll(timing)
 - d. Send to the SDC (State Debt Collection)
- 6) There is a \$35.00 reconnection fee during normal working hours or \$60.00 after hours for customers that are disconnected due to nonpayment.
- 7) In the event of a disconnection, a DPA will be offered to restart service, if the customer is unable to pay the outstanding balance in full.

DPA Process:

Down payment should be 40 – 60 % of the amount owed with equal monthly installments. Regular monthly water/sewer payments must be made on time or DPA is defaulted. If defaulted, utility may disconnect with proper 10 day notice to shut water off. Only have to offer 1 DPA.

THE OPTION TO ADD DELINQUENT UTILITY BILLS TO TAX ROLL

Notification Timeline

- October 15th – Written notice of the delinquency is sent to the property owner (And tenant if tenant occupied)
- November 1st – 10% penalty added. Addition of the penalty is not optional.
- November 16th – Unpaid arrears, plus the penalty are transferred to the tax roll.