

CITY OF GLADWIN UTILITY POLICY

(REVISION 11/07/11)

Subject: Utility Department billing/operating procedures.

It is necessary, for the City to promulgate procedures in which to give guidance to administrative personnel and provide common understanding between administrative personnel and the City Council as to procedures followed under certain circumstances.

1. Requests for new service or change in existing service will not be honored unless personal identifying information is presented to comply with city IDENTITY THEFT PREVENTION PROGRAM.
2. All service shall be metered unless upon determination of the City Administrator it is impractical.
3. All accounts shall be billed the minimum base rate (water, sewer, and trash) regardless of whether service is used, excluding sprinkler systems.
4. An established fee will be charged for water service to be turned off. To have the service reconnected, a fee will be charged. Emergency shut off or shut off of water service when it requires City personnel to be called in or scheduled during non-business hours, a fee will be charged for turn off and a fee for turn on plus the employees hourly rate at time and one-half for any time necessary for City personnel to stand-by in excess of one hour while service is repaired.
5. Laundromats shall be billed a flat rate for sewer and car wash accounts shall be billed at 80% of sewer consumption rate.
6. A list of sprinkler accounts will be maintained by the City and those accounts shall automatically be deemed to be "on" May 1 of each year and "off" October 1, except in the case where there is a separate service and the City has control of turning the service on and off.
7. Billing for residential accounts for sewer during the summer months (July1, August 1, September 1, October 1) shall be based for each account on the consumption during the months of October, November, and December of the previous year. For any account that has no history, the consumption for sewer shall be a flat rate of 5,000 gallons monthly. Only one account shall be maintained by any single water service.
8. In the case of a rental unit, a \$150.00 deposit is required to change the bill into the tenant's name. After 12 consecutive on-time payments, the deposit may be refunded, without interest. When the tenant leaves, the deposit is applied to the balance due and any remaining amount will be refunded to the tenant. The deposit is waived if the landlord files the utility billing letter of authorization with the UB clerk.
9. Property owners will be responsible for the cost of meter replacement if water meters freeze in foreclosed and unoccupied properties. Prior to transfer of new ownership, a \$100.00 deposit may be required. When the city is not notified of impending transfer of property, the new owner shall be responsible for damaged meter.
10. All billing will be billed as of the first day of the month and due on the 20th day of the month. All billing not received by the City by the 20th of the month shall be charged a penalty of 5%. A past due notice will be mailed on the 21st day of the month informing the customer that they are past due and face possible shut off if the bill is not paid by the 10th day of the next month. If the customer ignores all notices and fails to contact City Hall to make arrangements prior to the shut off date, or makes arrangements and does not follow through with a commitment for payment, service will be discontinued.
11. All rates and fees shall be established from time to time by resolution of the City Council.