

## MAPLETON CITY CORP.

### UTILITY SHUT OFF POLICY

Approved by Mapleton City Council on November 18, 2009

**Purpose:** To establish a procedure to collect monies in an efficient and timely matter from overdue utility accounts owed to the City.

**Procedure:** City Code §13.16.040, Paragraph E states, "In the event that the occupant and/or owner shall fail to pay any water or other utility service charges or any past due assessments thereon, or shall use such services in violation of the provisions of this chapter or the rules and regulations adopted pursuant hereto the city may cause the water to be shut off from such premises.

Before any water service which has been shut off as a result of nonpayment of service fees shall be restored, all outstanding service charges, past due assessments and such extra charge for turning the water on and off as the council may have established by resolution shall be paid in full.

The city is authorized and empowered to enforce the payment of all delinquent water and sewer service charges by any action at law in the corporate name of the city."

The due date for utility bills is the 20<sup>th</sup> of the month. All accounts with an outstanding balance of \$50.00 or more which are over 20 days past due will have a shut-off notice mailed approximately 6-8 days before the actual shut off of water service takes place. A \$5.00 fee will be charged to each account for which a shut off notice is mailed. Actual shutoff will normally be scheduled on the first Tuesday falling after the 20<sup>th</sup> of each month.

The customer has until 5:00 P.M. the day before shut off to pay the past due amount. If the past due amount is not paid by the time and date specified, the water service will be shut off the next day. If the water service is shut off, all current and past due utility usage charges and other associated charges due to the City plus a \$40.00 service fee must be paid before service will be restored.

Situations may arise that require an extension of time when utility payment is due. A utility customer can request an extension by 5:00 P.M. the day before shut-off day. A "Payment Extension Agreement" will be completed by the City Finance's personnel. Except for extraordinary circumstances, the maximum time allowed for an extension will be no longer than two weeks after the date of the scheduled shut off. If the customer fails to pay the amount due for this extension by the extension due date, water service to the service address will be disconnected on the next working day following the extension date. All amounts due, plus applicable service fees, must be paid before service will be reconnected. The date on which the extension was granted will be indicated in the customer's account record. Only one Payment Extension Agreement is permitted per year.