

Re: Amendments to the Water Policy and Ordinance

As some of you are aware, the City of Southmayd is experiencing a great deal of growth. Due to the growth, new guidelines have been put into place.

Service disconnects for nonpayment

- Water service will be disconnected on the 25th of the month for nonpayment (as printed on each bill).
- Reconnect requires a payment of the water bill in full along with an additional \$35.00 reconnect fee. If your cut off more than 3 times it is \$75.00 reconnect fee.
- Once payment is received, the city will have up to two (2) business days to restore service.
- No service connections or reconnects will be made on the weekend.
- To avoid service interruption, prior arrangements may be made. This will be at the City's discretion (based on past payment history).
- The customer and the Mayor must approve agreement of the arrangements in writing and be signed. Any arrangements not upheld by the customer would result in service disconnect.

Discontinuation of service due to theft

- Any customer caught tampering with water meters will be subject to having service disconnected and/or charges of theft filed against them.
- Tampering will be defined as:
 1. Altering the meter or metering capabilities.
 2. Turning water on without deposit being paid.
 3. Using water without notification to the City.
 4. Installation of plumbing to bypass meter.
 5. Removal of locks placed on cut-offs.
- Any future service will require City Council Approval.
- Water service will be connected and disconnected by a City Employee only. Water turned off at the meter due to an emergency (Water Leak) will be the only exception.

Any disagreement to this policy or any other policy of the City should be brought to the City Council, in writing, to be placed on the Agenda for review.

This amendment will have very little effect on the majority of our customers. I realize that any interruption in service is inconvenient and I assure you that every effort will be made on behalf of the City of Southmayd to restore services as soon as possible.

Water and Garbage Billing

1. Water/Trash bills are DUE on the 10th of each month provided it does not fall on a holiday or the weekend. If the 10th falls on a holiday or the weekend, all bills in

the mail and the drop box on the next business day after the 10th will be considered as late. However, any bill that has not been paid by that time will be considered as late on that business day.

2. There will be a late fee of \$10.00 assessed on bills that are late, beginning with the 11th of the month or the very next business day after the 10th.
3. The CUTOFF date for any past due water usage will be on the 25th of the month. If the 25th falls on a Holiday, or weekend then it will be the next business day.
4. There will be a reconnect fee of \$35.00 for any water service that has been discontinued. If more than 3 times it will be a \$75.00 reconnect fee.
5. When a customer's check is returned by the bank for non-payment (NSF) there will be a \$35.00 insufficient Funds Fee added to your original payment.
6. A meter Re-read Fee of \$35.00 will be charged for a meter re-read when there is no problem found.
7. If a customer requests to have their meter checked for accuracy and the meter is found to be defective, the meter will be replaced at no charge to the customer and the bill will be adjusted by an average of the two months before and the first month following the change. If the meter is found to be in good working order, the customer will be charged a \$50.00 meter-testing fee.
8. Any disputes of amounts owed on any bill may be directed to the Water Department Utility Billing Clerk.
9. All residents are REQUIRED to put in a shut-off valve on their side of the water meter.

Solid Waste Collection Required

Every person owning, managing, operating, leasing, or renting any premises or any place, whether residence or business, where garbage, trash, rubbish, or waste material accumulates, shall subscribe to a sanitation collection service from only the City of Southmayd.

NOTE: Accumulation of Trash, Junk and/or Debris is prohibited.

Permit Requirements

Water Deposit: \$250.00

Meter Loop: \$50.00 – This permit may be waived if the electric lines are underground.

Home inspection Report: At customer's Expense - a copy to be given to the city.

Certificate of Occupancy: \$50.00

These permits/deposits are required to be paid before water service is turned on at the residence. The Certificate of Occupancy inspection will need to be done prior to anyone occupying the home. The water and electricity will be turned on the day of inspection.

There are other permits that may be required through the City for property maintenance done so please call if you plan to do any additions such as decks, carports, fence, storage sheds, pools, etc.