



SERVICE POLICIES AND CONDITIONS

- 1) **NEW ACCOUNT CHARGE:** Any new account connected at the customer's request shall be required to pay a \$5.00 new connect fee.
- 2) **SEWER CHARGE:** The sewer charge is \$3.787 for every 100 cubic feet and is based on water consumed annually during the months of December, January, and February. One-third (1/3) of that charge will be billed monthly, starting with the bill mailed on or about May 1st. If a customer has moved into town and hasn't had water service during these three months, a charge will be assessed according to the number of people living at the residence.
- 3) **PAYMENT OF BILLS:** Bills are due upon receipt and considered delinquent if not paid on or before the twenty-second (22nd) day of the month. If the 22nd falls on a weekend or holiday, the next working day shall be the last day to pay. Bills not paid by 4:00 P.M. on the 22nd of the month shall incur an administrative handling charge of \$15.00. Payment of this handling charge will be required to avoid disconnection, and before reconnection. Payment is considered received if it is a) delivered to our office in person; b) delivered by the mail service, or c) deposited into the drop box located on the south side of the City Offices. The drop box is emptied at 4:00 P.M. daily.
- 4) **NON-SUFFICIENT FUNDS CHECK:** Receipt by the Utility of a returned-check from a customer, will render the account unpaid and will have to be redeemed by cash. There will be an additional charge of \$20.00 per returned check, payable in cash only. If the returned check was used to satisfy a previous issued *Final Notice*, that notice and its due date are restored. The customer is subject to disconnection based upon the notification of the previously issued and still unsatisfied notice. If customer has not received a *Final Notice* for said bill, the Utility will send a *Returned Check Notice* indicating that payment is required within seven (7) working days after notice is sent or given and service is subject to disconnection.
- 5) **DISCONNECTION NOTICE:** A Disconnection Notice will be sent to all customers considered delinquent. Customers receiving said notice shall be subject to disconnection.
- 6) **DISCONNECTION FOR NONPAYMENT POLICY:** The City of McCook shall have the right to discontinue utility service and remove its properties if the charges for such services are not paid by specified date on Disconnection Notice.

Disconnection will be done according to the City of McCook's ***Municipal Code § 50.02***. Procedures for conference complaints or appeals are available upon request. No disconnection of any municipal utility customer, for nonpayment, will be done on a Friday or any day prior to a holiday.

To avoid disconnection of service and a reconnect fee, the customers's payment must be received before 10:00 A.M. on the date specified by the Disconnection Notice. Payment is considered received if it is a) delivered to our office in person; b) delivered by the mail service, or c) deposited into the drop box located on the south side of the City Offices. The drop box will be checked at 10:00 A.M. on the date specified by the Disconnection Notice.

No service personnel will accept payment for utility bills.

The City of McCook will not make phone calls to anyone regarding disconnection of service for non-payment. No special notification will be given to anyone.

Once a customer's account is disconnected for non-payment they will be required to: pay their bill in full; pay a reconnect fee; and pay a deposit of \$150.00 (unless there is a deposit already held on said account). Payments must be made in the form of cash, cashiers check or money order only (no personal checks accepted), at the City Offices (505 W C Street) during business hours (7:30 A.M. - 4:30 P.M.).

- 7) **RECONNECTION FEE FOR NONPAYMENT:** When a customer's utilities are disconnected for nonpayment, there shall be a \$50.00 fee for reconnecting during regular business hours and a \$75.00 fee for reconnecting outside normal business hours; including weekends and holidays. This fee, as well as the entire bill, must be paid before service will be reconnected.
- 8) **DESIGNATION OF A THIRD-PARTY:** Customer shall have the right to designate a "third-party" to be notified prior to the disconnection of service due to nonpayment. Third-parties should be informed by customer that they have been designated as their Third-party.
- 9) **TEMPORARY DISCONNECT AT CUSTOMER'S REQUEST:** A \$35.00 disconnection fee will be charged to any customer requesting a disconnection of services . The city will disconnect the water service and remove its properties during normal business hours. The customer will not be charged for water, sewer, trash or recycling after the water service has been disconnected. The City Manager has the authority to waive fee if it is of an emergency nature to preserve property.

A \$5.00 reconnection fee will be charged to any customer requesting services be reconnected.

- 10) **FINAL DISCONNECT AND BILL:** The Utility Billing Clerk must be contacted by any customer who no longer wants to be responsible for the billing of utilities at a specific address.

If the property is a rental, the Utilities will be transferred in the property owner's name. If the property owner does not want the water in his/her name they must contact the Utility Billing Clerk at such time. If the property owner requests the utilities be disconnected, a disconnect fee of \$35.00 will be charged. When the owner wants the service turned back on they will be charged a connect fee of \$35.00.

- 11) **UNPAID BILLS:** Any prior customer requesting a new connection of service shall pay any outstanding utility bills, under his/her name, due the City of McCook before service shall be granted and shall be governed by the policy on Security Deposits. If the outstanding utility bill is not discovered until after new service has been connected, the City of McCook shall issue a

“Disconnect Notice”. The customer will have seven (7) working days from the date of said notice to pay the outstanding utility bill, furthermore the customer shall be governed by the policy on Security Deposits.

- 12) **SECURITY DEPOSITS:** A Security Deposit of one hundred and fifty dollars (\$150.00) will be charged for every customer that requests service. If the customer is the property owner and has a letter indicating that the utility credit history of the individual or business has been satisfactory for a period of two years, then the customer may not have to provide a deposit. This will be based on the decision of the City of McCook Staff.

The \$150.00 deposit will apply to all utility services furnished to the customer by the City of McCook.

Existing accounts will not be required to provide a deposit. The following exceptions apply:

- a) Existing customers who have been disconnected for nonpayment. A deposit will be required before reconnecting service, if one is not already on file. This is in addition to the regular bill and penalties.
- b) If an existing customer is a home owner and moves from one location to another, they will be considered a new customer. If they have had satisfactory payment history in the past 12 months, the deposit may be waived.

The City of McCook shall retain said deposit for a period of twelve (12) month. If the customer's payment history indicates that they have had no late payment fees or disconnect notices for twelve consecutive months, they are the property owner, and that no other condition exists which would require retention of the security deposit, such deposit shall be refunded to the customer's utility account during the 13th month without interest.

When the utility account is closed said deposit shall be returned to the customer, less all outstanding obligations for water, sewer, trash, and recycling services due to the City. If the utility account is shut off for non-payment, the water meter shall be read out and all obligations to the City for utility charges shall be deducted from the deposit on hand if such deposit exists. Deposit money in excess of such charges shall be returned to the customer.

- 13) **CUSTOMER RESPONSIBILITY OF WATER METER:** When water meters are worn out, they shall be replaced and reset by the Water Department. However, if a customer permits or allows a water meter to be damaged, injured, or destroyed through their own recklessness, carelessness, or neglect the Water Department will bill and collect from the customer the cost to repair or replace the meter. Permitting a water meter to be damaged or destroyed by freezing water shall always be considered negligence on the part of the customer.