

RESOLUTION NO. **2019-302**

Providing fees pertaining to warnings and water shut off in the event of non-payment of utility charges; providing a late charge of payments not timely made; providing deposits on utility accounts; account setups; providing for this resolution to be in full force and effect from and after

Where As, the Mayor and City Council of the City of Rathdrum find it to be in the public interest that billing practices for city utilities promote administrative certainty and efficient practices;

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND CITY COUNCIL OF THE CITY OF RATHDRUM AS FOLLOWS:

**Section 1:** That the City utility bill should be mailed to customers on or before the 1<sup>st</sup> day of each month for the prior month's bill. The 1<sup>st</sup> of the month should be noted as a billing date. Such bills are due on the 25<sup>th</sup> of each month and delinquency notices will be sent out thereafter.

**Section 2:** A service charge shall be assessed against the entirety of any account not paid by the due date of each month.

**Section 3:** Any account which remains delinquent on the 25<sup>th</sup> day of the month following the initial billing date will be subject to shut-off if the account is not paid in full. Notification to the debtor shall be by regular mail.

Twenty-four (24) hours prior to the water service being discontinued a door hanger notice shall be posted on the delinquent property. The City shall add a twenty-five-dollar (\$25.00) fee for this service to the delinquent balance.

Bills not paid within twenty-four (24) hours of a door hanger being posted on the delinquent property shall have water services discontinued unless payment arrangements are set up through the clerk's office. (See Section 5)

Water service shall remain off until the delinquent balance and a twenty-five-dollar

(\$25.00) reconnection fee and a **deposit in an amount equal to one (1) month's rate (as established by the Annual Fee Resolution for Water and Sewer Rates)** is paid in full by cash, cashier's check, money order or a credit card to the City Clerk.

Water service will only be restored between 8:00 A.M. and 4:00 P.M. Monday through Friday, excepting City defined holidays.

**Section 4:** The city will enforce codes prohibiting anyone other than City Water Department employees from restoring services.

**Section 5:** The City Clerk's office may make arrangements with customers (known as a "Will Pay Agreement"). This agreement is a promise to pay the outstanding bill no later than the date established in the will pay agreement. Future monthly payments plus at least twenty dollars (\$25.00) toward the delinquent bill must be paid on time. Will Pay Agreements are to be made only in circumstances where future payment can be assured and resources for payment are identified and contract satisfied within no more than six months.

No more than two (2) will pay agreements may be accepted per the calendar year.

Delinquency fees will not be waived in connection with a will pay agreement. Will pay agreements enable the City Clerk's office to collect outstanding bills without shutting off service when clear means of future payment can be demonstrated.

Failure to make any payment on a will pay agreement shall make the entire amount due immediately and the account shall be subject to immediate shut-off.

**Section 6:** The city will offer "vacation status" for customers with vacant homes. Customers may request, in writing, to have water at the property turned off when away from their homes and will not be charged full-service water rates. Customers however will still have to pay the system maintenance (fixed costs) of water, sewer while they are absent from the service address.

A fee of Fifty Dollars (\$50.00) will be charged to cover the shut-off and the reconnection fee.

**Section 7:** The City will assess a Twenty Dollar (\$20.00) fee for any returned checks. This amount is to be paid along with the amount of the check to the City. The Clerk's office will request this payment be made in cash, by cashier's check, money order or a credit card.

**Section 8:** The City will require a deposit for all new utility accounts as established by the annual fee resolution.

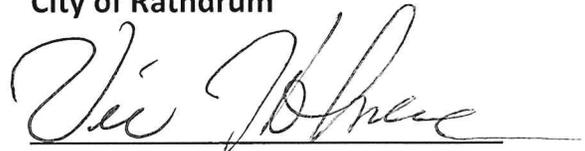
If after one year (1 Year) all bills have been paid current, on time and no penalties have been incurred, the applicant may request in writing that the deposit be applied against the account. In the event the applicant discontinues utility service in less than one year (1 year), the deposit shall be applied against the final bill. In any case, no interest shall be paid on the deposit.

**Section 9:** All accounts will be placed in the owner and/or property Management Company's name only. The City will not allow any account to be set up in a renter's name. The owner will be responsible for all utility payments.

**Section 10:** This Resolution supersedes prior resolutions concerning the subject matter addressed hereby.

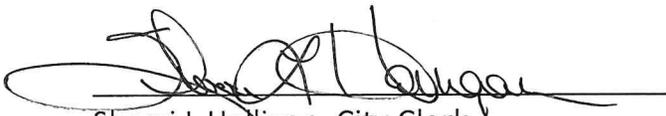
Passed by the City Council and approved by the Mayor on the day of 23<sup>rd</sup> October 2019.

**City of Rathdrum**



Vic Holmes, Mayor

**Attest:**



Sherri L Halligan, City Clerk