

## **STANDARD PROCEDURES FOR ISSUANCE AND COLLECTION OF UTILITY BILLS**

### **Billings:**

Water and sewer bills will be based upon quarterly meter readings and billed quarterly.

### **Reading and billing dates:**

Meters will normally be read during the first three weeks of March, June, September and December but may vary due to weather and other factors.

Bills will normally be mailed on or about the second day of January, April, July and October.

### **Bill due date:**

Due date will normally be the 5<sup>th</sup> day of February, May, August and November, with the due date printed on the bill; unless the 5<sup>th</sup> falls on a weekend or legal holiday in which case the due date will be the next business day.

### **Late penalty assessment:**

Late penalty assessments of 10% of the outstanding balance will be applied when good payment is not received by 9:00 a.m. the following business day by mail, drop box in the city hall parking lot, online, or other means.

### **Past due/disconnect notice:**

Past due notices with late penalty assessment will normally be mailed by the tenth of the month following the due date, include the late penalty assessment and state that the water service will be disconnected on a specific date.

Disconnect notices will state that service will be shut off if not paid by a specified date and that no further notice will be given before shutoff.

Disconnects will take place throughout the week. Additional charges will apply for shutting off water service and for it turning back on. Payments will not be accepted by workers turning off service. Payments are accepted at city hall during normal business hours or by mail, drop box in the city hall parking lot, or online.

### **Property owners responsible:**

Property owners are responsible for all bills and may arrange for a fee to have duplicate notices for a tenant mailed to them.

### **Final reads:**

A customer may request a final read any time during a billing cycle, and a final bill will be prepared.

### **Additional information:**

1. Utility bills will be based upon water meter size, metered usage charge, other charges for service, late payment charges, and miscellaneous water service charges/circumstances.
2. Bills and notices will be sent to the mailing address of recorded account as provided by the property owner.

3. Partial payments and prepayments will be accepted and posted to an account upon receipt, any time during the utility billing cycle. This allows weekly or monthly payments.
4. When wastewater samples are collected and tested because of illegal discharges, the removal or treatment of prohibited materials, or to clean or repair wastewater facilities because of the user's discharge, costs incurred by the city will be charged to the customer. Responsible parties may also be prosecuted.
5. The utility director or designees may adjust a utility bill when a determination is made that a high bill is not due to negligence or fault of the customer. These determinations are made according to established procedures, and all adjustments are documented for reference and audits.

*I hereby certify that the foregoing document is a true and correct copy of a policy adopted by the Owosso City Council at the regular meeting of March 2, 2015 and which has not been rescinded or modified in any way whatsoever and is at present in full force and effect.*

  
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Amy K. Kirkland, City Clerk