



Exhibit “B”

POLICY FOR COLLECTION OF WATER, GAS, SEWER AND GARBAGE ACCOUNTS

EFFECTIVE 10/01/2018

- Bills will be mailed on the last day of each month. Payment is due no later than the 15th of the following month. Bills not paid by the 15th will be charged a 10% penalty. If the 15th falls on a Saturday, Sunday, or Holiday, the bill is due on the next business day by 5:00 p.m. A notice of non-payment and termination notice will be mailed by the 19th of each month. If bills are not paid in full by the 25th day of the month, are subject to being disconnected with no further notice. Once the services are disconnected, a \$25.00 administration fee will be applied before services will be restored.
- All utility bills, both residential and commercial, shall be due and payable on the close of the 25th day of the month. If the 25th falls on a Saturday, Sunday, or Holiday, the bill is due on the next business day by 5:00 p.m.
- No one shall be entitled to waiver of or exception from any of the billed charges, service charges or fees adopted and approved by City Council unless so entitled by State law. City personnel found to be granting any full or partial credits, payment (due date) extensions, exceptions, or waivers of any kind without express written consent from the City Secretary or Mayor shall be subject to disciplinary action, up to and including termination.
- In the event of a health or other emergency that exists for a customer, or a meter error or misread requires adjustment, the City Secretary authorizes the Utility Clerk and Customer Service Specialist to make certain payment (due date) extensions, exceptions, or waivers from the adopted Schedule of Fees and Deposits for water, sewer, gas and garbage collection services. These changes are to be written, initialed or signed, and made available for review by City Secretary and Mayor on a monthly basis.
- It is the responsibility of the customer to notify the City of any changes in their billing address. Failure to receive a bill does not remove the responsibility of the customer to pay all amounts charged to the account.
- Upon disconnection of services, a customer may not be reconnected until all past due, unpaid amounts are paid in full. Upon approval by the City Secretary or Mayor, an account on which more than \$200.00 is owed may be reconnected upon execution of a promissory note by the customer made payable to the City. The promissory note will

be amortized over a period not to exceed twenty-four (24) months, and shall bear interest at the rate of 6.0% percent per annum. The promissory note shall contain an acceleration provision making the entire unpaid balance of principal and interest due and payable immediately upon default. A notice of intent to accelerate and a notice of acceleration shall be sent to the borrower.

- Utility service may be disconnected after proper notice for any of the following reasons:
 - (a) Failure to pay a delinquent account for utility service, failure to comply with the terms of a deferred payment agreement, or failure to comply with the terms of a promissory note agreement.
 - (b) Payment by check which has been rejected for insufficient funds, closed account, or for which a stop payment order has been issued
- For service to be restored after being disconnected, the customer will resubmit an Application for Utility Service providing all current information, including driver's license, social security number, date of birth, and employment information. This requirement may be waived only if the application on file with the City is no greater than 6 months old.
- For service to be disconnected at customer request, the customer will complete an Application for Termination of Utility Service.