

CITY OF ELK POINT

UTILITY SERVICES POLICY MANUAL

The City of Elk Point has established the following policies for electric, water, sewer and garbage services.

1. Application Process

Application for Service. When applying for City utilities you will be required to complete an application form provided by the Utility Office Manager.

Utility Deposit. An applicant for City utility service shall make a deposit of the following amount to the Utility Office to receive all City services: Residential Accounts - \$150.00; Commercial and Demand Accounts - \$200.00. An applicant for City utility service shall make a deposit of \$100.00 for city water, sewer and garbage services. The deposit is refunded to homeowners, commercial and demand accounts after 12 months of consecutive payments without any delinquent charge or the deposit shall be applied to the final bill when the account is closed. The deposit for renters, both residential and commercial, shall be refunded when the renter's account is closed and shall be applied to the final bill. A renter will be asked to sign a release form allowing the Utility Office Manager to inform the renter's landlord if their account becomes delinquent. No interest is paid on the utility deposit.

Security Deposit. Upon application, a reference check is required. If an applicant is determined to be a credit risk, an additional Security Deposit of \$200.00 is required. A \$200.00 Security Deposit is required if no credit reference is available. If the credit reference is not immediately available upon application, the \$200.00 Security Deposit will be collected and held until the credit reference is received. The \$200.00 Security Deposit will be returned if applicant is determined to meet the credit reference requirement established by the City Resolution Providing Rates and Charges to Consumers of Utilities Provided by The City of Elk Point. The Security Deposit will be refunded to a customer after 1 year, if payments were received on time for 12 consecutive months. No interest will be paid on security deposits.

Service Connection Fee. In addition to the deposit, a Service Fee (Section 8.0204 of City Ordinance No. 347) shall be required of each new account established as follows: Residential Customer: \$25.00; Commercial and Demand Customer: \$50.00 and a contribution in aid of construction may be required. All Service Connection Fees will be taxed at 6% and are not refundable.

Rates. Rates for the use of utilities furnished by the City shall be established by resolution by the Elk Point City Council.

2. Billing Cycle and Terms of Payment

Utility meters are read on or about the 1st of each month. Bills are mailed on or about the 15th day of the month. All bills rendered are net, due and payable on receipt and delinquent if not paid by the 5th day of the following month. If the due date falls on a holiday or weekend, the delinquent date will be stated on the bill. If bills are not paid by the delinquency date a 5% late fee is assessed. Bill payment mailed to the City must be received by the City on the day after the due date. Postmarks shall not be considered.

3. Payment Options.

A customer may pay their bill by cash, check, money order, automatic bank withdrawal, on-line at elkpoint.org or with a MasterCard or Visa credit card. The City may assess and collect a fee in an amount sufficient to cover any processing fee associated with a credit or debit card transaction.

4. Non-sufficient funds.

If a customer's payment is returned for non-sufficient funds, the customer will be notified either by phone (if a current phone number has been provided) or a notice hand delivered by a City law enforcement officer. Upon notification the amount due, plus a \$30.00 insufficient funds fee, will be due within 48 hours. Total payment must be either cash or a cashier's check. If payment is not received within 48 hours, then services will be disconnected without notice to the customer and all reconnection fees will be applied.

5. Unpaid Bills.

If a utility bill is not paid in full by the 5th day of the month or the stated due date on the bill, the customer shall be given a delinquent notice by certified mail, return receipt requested, or by hand delivery, or by posting on the property that service shall be terminated within 5 working days of the date of mailing, hand delivery, or posting unless payment is made or an appeal is filed.

6. Extension.

A single 30 day extension shall be allowed before disconnection of service upon receipt of a physician's certificate or notice from a public health or social service official that a disconnection of utility services will aggravate an existing medical condition of the customer or other permanent resident of the premises.

7. Disconnect.

The City may disconnect utility service for the following reasons as set forth in Section 8.0106 of City Ordinance No. 347:

- a. Failure to pay all charges and penalties;
- b. Default on an agreement to liquidate a continuing debt;

- c. Failure to grant the City access to read and inspect meters;
- d. Customer meter tampering;
- e. Failure to obtain a Certificate of Occupancy from the City.

8. Restoration of Service.

All utilities disconnected for nonpayment must pay a reconnect fee, plus tax, as set by Resolution by the City Council, plus payment in full of the account, before any utilities will be reconnected. A \$200.00 Security Deposit will be required on all utilities disconnected due to non payment, if not previously paid upon application. Reconnections will be made only during business hours.

Utilities voluntarily disconnected shall also require a reconnect fee as set forth by resolution by the City Council and on file in the office of the Utility Manager. No Security Deposit is required.

9. Meter Tests.

Customers may have their meters tested upon payment of the actual cost for the test. If the meter is found to be in error, the fee shall be refunded. If the test of the meter shows that it fails to register correctly within 2%, the City shall make a charge or allow a credit in proportion to the error, for all water registered in excess of the minimum amounts allowed by the established rates, the same to be retroactive for 3 billing periods only.

10. Garbage Service.

Every dwelling unit and every other occupied building within the City shall have garbage service unless the City Council deems the service required cannot be provided. (Section 3.0209 of Ordinance No. 347).

Residential Garbage Accounts will be picked up once a week. Pick up begins at 6:30 AM every Tuesday. All garbage must be bagged and placed in containers. The City sells 95 gallon carts at cost, plus tax (\$82.68).

Commercial Garbage accounts will be picked up on Monday. An additional pick up can be made on Thursday if requested by the customer. Any commercial requesting an exemption from garbage charges will be required to complete an Application for Exemption from Commercial Garbage Charges. This form will be available at the Utility Office in City Hall and will be presented to the City Council for approval at the next regularly scheduled meeting.

Information concerning preparation of garbage for disposal, garbage containers and maintenance of containers, refer to Section 3.02, Collection of Garbage and Recyclables of Ordinance No. 347.