

Sample Disconnect and Reconnect of Utility Services Ordinance

CITY OF _____ RESOLUTION RESOLUTION ESTABLISHING A POLICY FOR TERMINATION AND RECONNECTION OF A UTILITY SERVICE

WHEREAS, the City of _____ receives requests for discontinuing utility services; and

WHEREAS:) on occasion the City of _____ is forced to terminate a utility service to customers due to lack of payment; and

WHEREAS:) there is a cost to the City of _____ to have staff terminate and reconnect a utility service; and

WHEREAS, there is a cost to discontinue and/or resume services; and

ALSO LET IT BE KNOWN:) the _____ Public Utilities Commission has reviewed this policy and made recommendations to the _____ City Council for approval;

THEREFORE BE IT RESOLVED, by the _____ City Council that the following policies be adopted concerning termination and reconnection of a utility service.

I. WATER SERVICE

A. Water Disconnect/Water Shutoff A water service disconnect/shutoff will be done, at the request of the owner or by the City of _____ if payment is not properly made. There will be no fee if the disconnect/shutoff is made during the business hours of 8:00 a.m. to 3:00 p.m. If the request is made after 3:00 p.m. during the week, or on the weekend, or on a holiday, a \$100.00 disconnect/shutoff fee will need to be paid in full for each service, or the customer will have to wait until the next business day for the disconnect/shutoff to be done.

B. Water Reconnect A water service reconnect fee of \$30.00 will be paid prior to re-establishing service during the business hours of 8:00 a.m. to 3:00 p.m. If the reconnect request is made after 3:00 p.m. during the week, or on the weekend, or on a holiday, a \$100.00 reconnect fee will need to be paid in full for each service, or the customer will have to wait until the next business day for the reconnect to be done and pay the appropriate fee.

C. Water Reconnect Due To Lack of Payment on Account If a water service reconnect needs to be done due to a lack of payment on account, a fee of \$100.00 will be paid in full prior to re-establishing service during the business hours of 8:00 a.m. to 3:00 p.m. If the reconnect is to be done after 3:00 p.m. during the week, or on the weekend, or on a holiday, a \$150.00 reconnect fee will need to be paid in full for each service, or the customer will have to wait until the next business day for the reconnect to be done and pay the appropriate fee.

D. Water Service Charges Once the water service has been disconnected/shutoff there will be no water, water treatment and sewer charges related to this service. These charges will be billed up to the time of disconnected/shutoff with the next regular billing period. The water, water treatment and sewer charges will resume when the water service has been reconnected.

E. Continuation of Charges If the water service is not disconnected/shutoff, but the property is vacant, all charges will continue to be billed. If the owner does not request a water service disconnect/shut off or if because of the type of hookup the City of _____ is unable to accomplish the disconnect/shut off, the charges will continue to be billed.

II. ELECTRIC SERVICE

A. Electric Disconnect/Termination An electrical service disconnect/termination will be done at the request of the owner or by the City of _____ if payment is not properly made. There will be no fee if the disconnect/termination is during the business hours of 8:00 a.m. and 3:00 p.m. If the request is made after 3:00 p.m. during the week, or on the weekend, or on a holiday, a \$150.00 disconnect/termination fee will be paid in full for each service, or the customer will have to wait until the next business day for the disconnect/termination to be done.

B. Electric Reconnect An electrical service reconnect charge of \$30.00 will be paid to re-establishing service during the business hours of 8:00 a.m. and 3:00 p.m. If the reconnect request is made after 3:00 p.m. during the week, or on the weekend, or on a holiday, a \$150.00 reconnect fee will need to be paid in full for each service, or the customer will have to wait until the next business day for the reconnect to be done and pay the appropriate fee.

C. Electric Reconnect Due To Lack of Payment on the Account If an electrical service reconnect needs to be done due to a lack of payment on account, a fee of \$100.00 will be paid in full prior to re-establishing service during the business hours of 8:00 a.m. to 3:00 p.m. If the reconnect/turn-on is to be done after 3:00 p.m. during the week, or on the weekend, or on a holiday, a \$150.00 reconnect fee will be need to be paid in full for each service, or the customer will have to wait until the next business day for the reconnect to be done and pay the appropriate fee.

D. Electric Service Charges Once the electrical service has been disconnected/terminated there will be no charges made related to this service. The charges will be billed up to the time of the disconnect/termination with the next regular billing period. The electrical charges will resume when the electrical service has been reconnected.

E. Continuation of Charges If the electrical service is not disconnected/terminated but the property is vacant, all charges will continue to be billed. If the owner does not request an electrical disconnect/termination, or if because of the type of hookup the City of _____ is unable to accomplish the disconnect/termination, the charges will continue to be billed.

III. RENTAL PROPERTY

A. Final Readings An owner can request a water disconnect/shutoff or an electric disconnect/termination of service for rental property, however, a renter shall notify the City of _____ when leaving rental property. If a disagreement arises between the owner and renter concerning the final reading date, the owner shall be responsible for the disputed time period.

This said Resolution No. passed and adopted by the _____ City Council this ____ day of _____.

Motion made by _____ seconded by _____. SEAL 3