

ORDINANCE # 2010-10

AN ORDINANCE OF THE CITY OF WELLS, TEXAS, ADOPTING A CHANGE IN WATER AND SEWER BILLING POLICIES; ESTABLISHING BILLING, PAYMENT AND DISCONNECTION FOR LATE PAYMENT POLICIES.

NOW, THEREFORE BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF WELLS, TEXAS:

BILLING AND PAYMENT

Water meters are read as near as possible on the 23<sup>rd</sup> or 24<sup>th</sup> of every month. Bills for water service charges shall be rendered on a monthly basis succeeding the period, for which the service was rendered, the bills will be mailed on the last business day of the month and shall be due the first day of the following month.

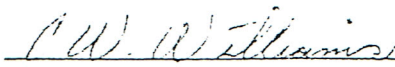
Any bill not paid in full by the 16<sup>th</sup> days of the month will be considered delinquent. The delinquent owner/occupant is notified of this fact on their bill. The penalty shall be computed as 10% of the unpaid balance and shall be increased the same 10% for every billing that is outstanding.

DISCONNECTION FOR LATE PAYMENT


It is the policy of the city to discontinue utility service to customers by reason of nonpayment of bills after the 25<sup>th</sup> of every month; even if the 25<sup>th</sup> of the month falls on a weekend or a holiday. A \$100.00 non payment fee will be applied to the customer's account the next business day after the 25<sup>th</sup> of the month regardless of the water service being turned off at that time. Water service will be disconnected on the first business day following the 25<sup>th</sup> of the month.

The city's form for application for utility service and all bills shall contain, in addition to the title, address and telephone, clearly visible and easily readable provisions to the effect: (1) That all bills are due and payable on or before the date set forth on the bill; and (2) That any customer disputing the correctness of his bill shall have a right to a hearing at which time he may be represented in person and by counsel or any other person of his choosing and may present orally or in writing his complaint and contentions to the city official in charge of utility billing. This official shall be authorized to order that the customer's service not be discontinued and shall have the authority to make a final determination of the customer's complaint. (3) Requests for delays or waiver of payment will not be entertained; only questions of proper and correct billing will be considered. In the absence of payment of the bill rendered or resort to the hearing procedure provided herein, service will be discontinued at the time specified, but in no event until the charges have been due and unpaid for a t least 30 days. (4) When it becomes necessary for the city to discontinue utility service to a customer for nonpayment of bills, service will be reinstated only after all bills for service then due have been paid. (5) The city reserves the right to discontinue service to any or all customers of the water system, for non-payment of bills. When service has been discontinued for non-payment of bills, it shall not be resumed except upon payment of the bills in full. (6) If the customers water service is not paid in full in 30 days from the disconnect date the deposit on hand will be applied to the balance. Any remaining balance will be subject to collections. If the customer has a refundable balance the refund will be returned at the end of the month. (7) If the customer needs to establish new service a new deposit shall be required and any outstanding balances paid before the service can be reconnected.

PASSED AND APPROVED this the 13<sup>th</sup> day of September, 2010.

  
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Mayor

ATTEST:

  
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City Secretary