

ORDINANCE NUMBER 105B

AN ORDINANCE AMENDING THE POLICY AND PROCEDURE FOR UTILITY BILLING AND COLLECTION

The City Council of the city of New Auburn, Sibley County, Minnesota, hereby ordains:

SECTION 3. METER READINGS

The city is responsible to take all meter readings (except for summer outdoor meters). All meter readings will be taken by the last business day of the month.

SECTION 4. BILLING

1. Water and sewer charges shall be billed on one bill as applicable to each account. All bills will be mailed by the 10th of the month. The due date will be the last day of each month. All bills shall contain the address and telephone number of the city; the address and phone number shall be clearly visible and easily readable. Bills shall specify the water consumed and the sewer charges in accordance with the current fee schedule set by the city council.

SECTION 5. DELINQUENT ACCOUNTS.

2. **Penalties.** A late payment penalty shall be assessed on all accounts with a past due balance. The amount shall be set by the city council.
3. **Shut-off for nonpayment.** Water shall not be shut-off until notice and an opportunity for the owner or occupant to discuss the bill with the city council or an employee designated by the city council.
 - a. If any bill is not paid by the due date listed on the bill and the bill is 30 days delinquent, a shut-off notice will be mailed by first class mail and shall state that if payment is not made within ten days of the mailing of the shut-off notice, water service to the premises will be disconnected for nonpayment.
 - b. The shut-off notice shall contain the address and telephone number of the city. The notice will also state the amount owed, date it is due before disconnecting occurs and a reconnect fee that will be charged if the service is disconnected.
 - c. If payment is not made by the tenth day the city will place a shut off notice on the property and give them 24 hours to make payment or payment arrangements. Administration charges will be applied at this time, the amount to be set by the city council.

- d. The customer has a right to be heard at a public hearing. If they would like to be heard at public hearing their water service will not be disconnected until after the hearing date and will only be disconnected if:
 - i. They do not show up to the hearing
 - ii. The council orders the shut off
 - iii. They do not keep the agreement they made with the council
- e. The service will not be reconnected until the account is paid in full and reconnection fee will be charged, the amount to be set by the city council.

This ordinance is in effect upon adoption and publication as required by law.

Adopted this 9th day of April, 2018

Doug Munsch, Mayor

Attest:

Roberta Zaske, City Clerk

SEAL