

PART 17
UTILITIES
CHAPTER!
GENERAL PROVISIONS
ARTICLE C
UTILITY PAYMENT AND DELINQUENCY

SECTION 17 - 131 UTILITY DEPOSITS:

Each customer is required to submit a deposit of \$100.00 for each meter when making application for utility service. When applying for utility service and an outstanding bill from a previous address exists, the entire amount of the delinquent account, including any penalty and late fees, must be paid before new service will be provided.

If a customer received a disconnect of service for a delinquent account, and who's current utility deposit on file is less than \$100.00, an additional deposit is required to establish a full deposit of \$100.00. (Example: If a customer's original deposit was \$75.00 and he/she received a disconnect of service, an addition \$25 deposit is required before service is restored).

SECTION 17 - 132 UTILITY BILLING:

Utility bills will be mailed to customers on or before the first day of each month. Bills are for Water, Sewage, and Trash for services received by customers from the Welch Public Works Authority (PWA) in the previous month. The bill shall specify the amount of water consumed by users or consumers during the preceding month, as shown by the water meters installed for such purpose.

SECTION 17 - 133 PAYMENT OF UTILITIES:

Current utility payments are to be paid to the Welch PWA by customers no later than 4:00pm on the 15th of each month, or as stated on the utility bill, for previous month services received and as stated on the billing.

SECTION 17-134 LATE CHARGES:

If the utility bill is not paid by 4:00pm on the 15th of each, or as stated on the utility bill, a 5% late charge will be added to the account. If the 15th falls on a weekend or holiday, the late charge will not be added to the account until 4:00pm on the first working day following the weekend or holiday.

SECTION 17 - 135 DELINQUENCY NOTIFICATION:

If a utility bill is not paid in full by 4:00pm on the 15th of each month, or as stated on the utility bill, a notice shall be mailed or hand delivered to the address as specified on the billing account on the 23rd of the month indicating that if not paid within 5 days, service will be cutoff.

If a customer feels there is a billing error, or otherwise questions or disputes the amount of the bill, the customer should discuss the situation with the Welch City Clerk. If the City Clerk cannot provide customer satisfaction, the City Clerk shall inform the customer they may take up the issue at the next Town Council Meeting.

SECTION 17 – 136 UTILITY DISCONNECTION:

When a delinquent account is not paid in full by 4:00 p.m. on the 28th of the month, the Town of Welch shall turn off the water at the meter and lock the meter of said account. However, in the event the Town of Welch receives notice of stay due to bankruptcy, termination of service shall be conducted in accordance with the provisions of the bankruptcy laws.

No water shall be shut off by the Welch PWA on a Thursday or Friday or, the day preceding a National Holiday. Said shut off shall occur on the normal next two (2) business day to enable the customers 48 hours to pay the account in full as specified on the door hanger/shut off notice.

SECTION 17 – 137 RESTORATION OF SERVICES:

Prior to the restoration of service, the delinquent account must be paid in full, including any late fees, administrative fees, additional deposit fees, and a reconnect fee of \$50.00. Payment must be made in cash, money order, or cashier's check and must be paid in person at the Welch City Hall. Upon satisfaction of payment by the Welch City Clerk, service shall be restored at the earliest convenience of the Welch PWA.

SECTION 17 – 138 USE OF DEPOSIT:

When an account becomes 60 days delinquent, the delinquent account deposit shall be used to offset any past due balance.

SECTION 17 – TAMPERING WITH PUBLIC UTILITY:

It is unlawful for customers to turn their water off and on with the exception of emergency defined as a water leak in the customer's water line of significant magnitude to cause damage to property. The unlawful act is referred to as "tampering". Only authorized city personnel and licensed plumbers are allowed to turn water off and on. "Tamper" shall include, but not limited to, attaching any pipe, wire, or other conduit or thing onto any utility or to turn on or off any such service, break, or deface. Upon an act of tampering, the person shall be required, as a condition to continue service, to deposit \$100.00 in addition to the water meter deposit. Upon a 2nd occurrence, the deposit shall be forfeited to the City and service terminated after notice, unless the Town Council shall otherwise determine.

APPENDIX 1 – SCHEDULE OF UTILITY PAYMENT AND DELIQUENCY FEES AND CHARGES

FEE DESCRIPTION	AMOUNT
Meter deposit fee to establish a new account	\$100.00
Meter deposit for customers who received Disconnect of service for delinquent accounts, And who's current utility deposit on file is less Than \$100.00	As Calculated
Late charge for unpaid balance. Added to Customers account on the 16th of each month, Or the next business day after the 15th due date, specified on the bill	5% of unpaid balance
Reconnect fee to re-establish service to the Account after water has been disconnected Or shut off	\$50.00

