

# TOWN OF PALMYRA

## Water and Sewer Policy

Effective January 1, 2017

**New Construction & Locations:** The charge for new 5/8" water meter set and tap on fee is \$1,500. All other size meters will be \$1800 + parts and labor for the appropriate size meter. Sewer tap on fee is \$1500. These are non-refundable fees. No new service may be started if the customer has an outstanding water account balance from any former location until said account balance is paid in full.

**Property Owners:** No deposit is required of property owners. However, they may be required to show proof of ownership at the discretion of the Town Board or its employees. Effective immediately, landlords (rental property owners) must maintain their tenants' water and sewer service in their own name and may request that the water service be discontinued at any time. By state statute, delinquent sewer charges are the responsibility of the owner and a lien must be filed against the property if unpaid.

**Rental Tenants:** Current rental tenants with water and sewer service in their own name posted a \$100 Water Deposit or a \$150 combined Water and Sewer Deposit. Persons with "Rent to Own" contracts with the property owners were considered Rental Tenants and subject to these Deposit requirements. As these tenants are replaced, water and sewer service will be returned to the property owner's name.

**Meter Deposit:** Any meter deposit or over payment left unclaimed will be handled according to state statute.

**Billings:** Please see our Schedule of Rates and Charges for details of all charges. Water and Sewer bills will be mailed on the first day of each month. Payment is due by the 17<sup>th</sup> of each month. A late penalty will be added for accounts not paid by the due date. Customers should call the office prior to the due date to address any billing disputes and/or questions.

**Insufficient Funds, Closed Accounts, Frozen Accounts, and Uncollected Funds:** Returned items will be assessed a \$25 fee.

**Disconnections:** Utility customers whose accounts are not paid in full by the month's end are considered delinquent and will have services disconnected. The full amount of the current bill plus a \$75 reconnection fee will be collected before service can be restored. We are not responsible for mail delivery, checks in transit and/or checks lost in transit. Failure to receive a bill is no excuse for nonpayment and does not change the due date or possibility of disconnection for non-payment. When our service technician makes the trip to a residence they will shut off and lock out service. The service person is not permitted to collect payments.

**Meter Locks:** Tampering with or removing meter locks is prohibited by state statute and will be considered theft, with the first offense being a \$100 fine, second offense being a \$250 fine. All other offenses \$250 fine and removal of meter.

**Reconnections:** No reconnections will be made on Saturday, Sunday, or after 3:00 pm on weekdays without charging a \$50 after hours service call. No water service may be moved from one location to another if there is an unpaid water account balance from any former location.

**Bad Debt:** Any account which has been delinquent for ninety days or more is considered bad debt. When all attempts to collect this bad debt have failed, the account will be written off. Any sewer debt past ninety days that exceeds \$50 will have a lien filed against the property. The utility department will prepare the bad debt report on a monthly basis following the disconnection list if any accounts are deemed uncollectable. The bad debt report will be reviewed and signed off by The Council at each monthly meeting.

**Payment Arrangements:** If a customer is unable to pay the account balance due in full, a payment plan to pay off the balance due may be accepted at the discretion of the Town Board or its employees. In order for a payment plan to be accepted and water service reconnected, the customer must pay the \$75 reconnection fee and agree to pay off the balance due in six months if it is under \$500 or in nine months if it exceeds \$500. Failure to make the agreed payment by the 17<sup>th</sup> of each month (unless a later payment date has been agreed) will result in immediate disconnection and the entire account balance will become due and payable.

**Meter Readings:** A monthly \$3 fee will be added to all non-sewer customers. ALL meters will be read by town employees every month.

**General Service Charge:** A \$25 general service charge may apply for any trip to the customer's residence, at their request on weekdays. After 3:00 pm weekdays, weekends, and holidays a \$50 fee will be assessed. A service call charge will apply to accounts transferred into new owner's name.

**Swimming Pools:** Water used for filling swimming pools will be billed at normal rates. However, a onetime full credit will be made on a related sewer bill if the before and after fill readings are provided to the utility clerk at the time the pool is filled.

**Leaks:** Leaks on the main line side of the meter are the responsibility of the Palmyra Water Company and will be promptly repaired. Leaks on the customer's side of the meter are their responsibility and must be reported promptly to help control the rates for all customers. If a leak is not repaired within 30 days, water service will be disconnected and will not be reconnected until the leak is repaired to the Water Company's satisfaction. Customers may request a one-time adjustment of their billings contingent on eligibilities stated below.

**Leak Adjustment Eligibility:** For a Customer to be eligible for a leak adjustment, the Customer must complete a leak adjustment request certifying to the following:

- A. That the Customer, upon discovering the leak or becoming aware of the leak, shall notify the Palmyra Water Company within two (2) working days.
- B. That the leak occurred outside, underground between the point of Customer connections to the service set and where the Customers line enters the residence or other structures.
- C. That the Customer has not had a previous leak adjustment within the past twelve (12) months.
- D. That the Customer, upon discovering the leak or becoming aware of the leak, immediately had the leak repaired.
- E. Leaks not meeting the A, B, C, or D requirements or unexplained leaks will not be eligible for adjustment.
- F. No leak adjustments will be approved on service lines within twelve (12) months of installation or reinstallation of service line.
- G. Irrigation systems will not be eligible for leak adjustments.
- H. Following certified request for leak adjustment, an employee of the Palmyra Water Company will visit the premises to observe location of leak repair.

**Sanitation:** Garbage totes are the property of the Town of Palmyra and removal from the assigned residence constitutes theft and a \$100 fee will be added to the utility bill.

**Palmyra Fire Department & Volunteer Firemen:** The water usage policy remains as is.

All ordinances or parts thereof, in conflict with the provisions of this ordinance are, to the extent of such conflict, hereby repealed or amended.