

CITY OF SHINER - POLICY ESTABLISHING TIME OF PAYMENT OF UTILITY BILLS

SECTION 1. City of Shiner, Texas, utility bills are due for payment from the first (1st) of each month through the 10th of the month unless the 10th falls on a Saturday, Sunday or Holiday, then the following regular workday is the due date.

SECTION 2. If a utility customer fails to pay a utility account by the due date, a late penalty charge of 10% will be added to the customer's utility bill.

SECTION 3. A utility bill becomes delinquent on the 10th day of the month. This date will be known as the final due date.

SECTION 4. Within three days after the final due date, the delinquent utility customer will be notified by certified mail-the letter of notification to contain the following information:

- (a) Inform the utility customer that his utility account is delinquent, and, also the dollar amount.
- (b) Inform the utility customer that his services are subject to termination.
- (c) Inform the customer he/she has the right to an administrative hearing to rectify and billing errors prior to termination of utility services.
- (d) Inform the utility customer he has ten (10) days after date of receipt of notification to request such administrative hearing.
- (e) Inform the utility customer that the mayor and/or city secretary is vested with the authority to conduct such administrative hearing to entertain utility customer complaints prior to termination of service.

SECTION 5. If, at the conclusion of the ten (10) day period after the date of receipt of notification, the delinquent utility customer has lodged no protest or requested no administrative hearing and payment has not been made, that utility customer will be deemed delinquent and that utility customer's services will be terminated. No disconnects will be made on Friday nor on days preceding a holiday.

SECTION 6. Only after the utility customer has paid the delinquent account in full, plus the \$25.00 reconnect fee, will the services be reconnected.

SECTION 7. The city will charge a service fee of \$25.00 (to be paid in advance), to turn on services that were disconnected due to delinquent payments.

SECTION 8. Before a utility customer may transfer his utility deposits from one place of residence and/or place of business to another, within the utility's distribution area, the previous utility account must be paid up to date and current.

SECTION 9. Upon applying for service, each applicant shall sign an agreement agreeing that utilities will be disconnected according to this policy.

Approved and adopted this 2nd day of October, 1995.

(s) Arthur T. Ward, Mayor

ATTEST: (s) Norma Goetz, City Secretary

AMENDMENT TO SECTION 4. Within three days after the final due date, the delinquent utility customer will be notified by First-Class-Mail; the letter of notification to contain the following information:

- (f) Inform the utility customer that his utility account is delinquent, and, also the dollar amount.
- (g) Inform the utility customer that his services are subject to termination.
- (h) Inform the customer he/she has the right to an administrative hearing to rectify and billing errors prior to termination of utility services.
- (i) Inform the utility customer he has ten (10) days after date of receipt of notification to request such administrative hearing.
- (j) Inform the utility customer that the mayor and/or city secretary is vested with the authority to conduct such administrative hearing to entertain utility customer complaints prior to termination of service.

AMENDED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF SHINER, TEXAS ON THE 1ST DAY OF NOVEMBER, 2010.

/s/ Fred Henry Hilscher
Fred Henry Hilscher, Mayor

ATTEST: /s/ Paulette Osburn
Paulette Osburn, City Secretary

AMENDMENT TO SECTION 6. Only after the utility customer has paid the delinquent account in full, plus the \$50.00 reconnect fee, will the services be reconnected.

AMENDMENT TO SECTION 7. The City will charge a service fee of \$50.00 (to be paid in advance), to turn on services that were disconnected due to delinquent payments.

AMMENDED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF SHINER, TEXAS ON THE 10TH DAY OF JULY, 2017.

/s/ Fred Henry Hilscher
Fred Henry Hilscher, Mayor

ATTEST: /s/ Susan Nollkamper
Susan Nollkamper, City Secretary
