

# TOWN OF PALMYRA MUNICIPAL WATER UTILITY

## WATER & SEWER POLICY

EFFECTIVE MARCH 2022

### New Service:

- (a) New Construction and Locations: All new Construction shall comply with all applicable Indiana Statutory and Administrative Laws and Regulations. Customers will be charged for new water meter set up, water tap, and sewer tap fees, (where applicable), in accordance with the charges described in the Schedule of Rates & Charges, (see exhibit A). These are non-refundable fees. We require proof of ownership, a copy of the Owner's Driver's License, and a Water & Sewer Contract is required to be filled out. Each property address will have its own account and will therefore be charged a Water and/or a Sewer deposit as described in the Schedule of Rates & Charges. In some cases, a utility easement or right of way will be required to set a new meter. No new service may be started if the customer has an outstanding balance from any former location within the Palmyra Water Works service area until said balance is paid in full. Following the installation of a water meter, the account shall be billed according to actual consumption registered by the meter, in accordance with the Schedule of Rates & Charges.
- (b) Property Owners: Property owners will be required to show proof of ownership. We also require a copy of the Owner's Driver's License/Identification, and a Water & Sewer Contract is required to be filled out. Each meter on property will be required to have its own account setup and proper paperwork. **The Property Owner, (or a person designated by the Property Owner), must be present at meter turn on.** An account setup fee & water deposit as described in the Schedule of Rates & Charges will apply to accounts transferred into new Owner's name. A sewer deposit as described in the Schedule of Rates & Charges will also be required at properties with sewer service. No new service may be started if the customer has an outstanding balance from any former location with the Palmyra Water Works service area until said balance is paid in full.
- (c) Rental Tenants: Persons leasing property or occupying property pursuant to a "Land" contract or "Contract for Deed" with the property owners are considered Rental Tenants. The Renter will be required to show proof of tenancy by providing a copy of the lease or rental agreement and must provide owner's name and phone number. We also require a copy of the Rental Tenants Driver's License/Identification, and a Water & Sewer contract is required to be filled out. **The Rental Tenant, (or a person designated by the Rental Tenant), must be present at meter turn on.** An account setup fee & water deposit as described in the Schedule of Rates & Charges will apply to accounts transferred into new renter's name. A sewer deposit as described in the Schedule of Rates & Charges will also be required at properties with sewer service. No new service may be started if the customer has an outstanding balance from any former location within the Palmyra Water Works service area until said balance is paid in full.

## **Meters:**

- (a) Meters/Meter Locks: Tampering with or removing meter locks, (which may consist of zip ties, pin locks, padlocks, and clam shells, etc.), is prohibited by state statute and will be considered theft. The first offense being a fine as described in the Schedule of Rates & Charges, the second offense being a fine as described in the Schedule of Rates & Charges and possible removal of meter. All other offenses will also incur an additional fine as described in the Schedule of Rates & Charges, removal of meter, and/or permanent suspension of service. Damage to meters and associated equipment, (lids, collar, crock, antenna), caused by the customer will result in charges for the affected equipment along with a service call charge.
- (b) Meter Readings: All meters will be read by town employees each month.
- (c) Meter Repair: Ordinary repairs to meters will be made by the utility without expense to the customer. Repairs of damage caused by the carelessness or neglect on the part of the customer will also be made by the utility. However, the cost of such repairs shall be charged to the customer, along with a service call as described in the Schedule of Rates & Charges.
- (d) Meter Deposits: Each meter/property shall require its own account, with a deposit being charged as described in the Schedule of Rates & Charges, for all new construction, homeowners, and rental tenants. Any deposit prior to 2009 will be handled according to state statute.

## **Sewer:**

- (a) Sewer Deposits: For those who have access to the Town's sewer system, a sewer deposit as described in the Schedule of Rates & Charges will be required for all new construction, homeowners, and rental tenants.
- (b) New Service: All sewer taps shall comply with all applicable Indiana Statutory and Administrative Laws and Regulations. Customers will be charged for a new sewer tap in accordance with the charges described in the Schedule of Rates & Charges, (see Exhibit A). These are non-refundable fees. We require proof of ownership, a copy of the Owner's Driver's License, and a Water & Sewer Contract is required to be filled out. Each property address will have its own account and will therefore be charged a sewer deposit as described in the Schedule of Rates & Charges. No new service may be started if the customer has an outstanding balance from any former location within the Palmyra Water Works service area until said balance is paid in full. Following tap on to the sewer, the account shall be billed according to the actual consumption registered by the water meter, in accordance with the Schedule of Rates & Charges.

## **Billing:**

- (a) Water and Sewer bills: Bills will be mailed by the 1<sup>st</sup> day of each month. Payment is due on the 17<sup>th</sup> of each month. A late penalty as described in the Schedule of Rates & Charges will be added for accounts not paid by the close of business on the due date.

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. Accounts are not considered paid until payment is received in our office. Customer should call the office prior to the due date to address any billing disputes and/or questions.

- (b) Hydrant fee: A monthly fee will be charged to all customers as provided in the Schedule of Rates & Charges.
- (c) Meter Reading fee: A monthly reading fee will be charged to all customers as described in the Schedule of Rates & Charges.
- (d) Please refer to our Schedule of Rates & Charges for details of all charges.
- (e) As of June 1<sup>st</sup>, 2018, we no longer accept payment arrangements.

#### **Disconnections:**

- (a) Disconnection for non-payment: Utility customers whose accounts are not paid in full before the 5<sup>th</sup> day of the following month are considered delinquent and will have their service disconnected. The full amount of the past due balance, plus a reconnection fee as described in the Schedule of Rates & Charges, 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 non-payment and does not change the due date or possibility of disconnection for non-payment. Accounts are not considered paid until payment is received in our office.
- (b) When our service technician makes the trip to a residence, they will shut off service and lock the meter. The service person is NOT allowed to collect payments.
- (c) Once the technician has been dispatched, a reconnection fee as described in our Schedule of Rates & Charges, is charged to the account, regardless of whether the customer has been disconnected or not.
- (d) A Property Owner that has sold their residence is required to give a MINIMUM 3-day notice of discontinuance and must fill out a Discontinuance of Service Request form and present it to the Palmyra Water Company. Utility service will be shut off unless the new owners have contacted the utility office.
- (e) A Rental Tenant that is moving is required to give a MINIMUM 3-day notice of discontinuance and must fill out a Discontinuance of Service Request form and present it to the Palmyra Water Company. The landlord must also sign a Continuance/Discontinuance of Service Request form to keep the utility service on in their name, otherwise the utility service will be discontinued. Landlords will be responsible for payment of services in their name, until a new renter goes into the rental property.
- (f) The Town, at its discretion, may terminate a current account after receiving notice from new owners that the property has changed hands. In this case, the Town may take a final reading and contact the former owner of their final bill.

#### **Reconnections:**

- (a) The full amount of the past due balance plus a reconnection fee as described in our Schedule of Rates & Charges will be collected before service can be restored.
- (b) No reconnections will be made after 3:30 pm Mondays, Tuesdays, Thursdays, or Fridays. No reconnections will be made after 12 noon on Wednesdays. No reconnections will be made on Saturdays, Sundays, or Holidays.

**General Service Charge – Working hours**

- (a) A Service Call charge as described in our Schedule of Rates & Charges may apply for any trip to the customer's residence, at their request on weekdays before 4:00 pm.

**General Service Charge – Non-Working hours**

- (a) A Service Call charge as described in our Schedule of Rates & Charges may apply for any trip to the customer's residence at their request, after 4:00 pm weekdays, weekends, or holidays.

**Insufficient Funds, Closed Accounts, Frozen Accounts, and Uncollected Funds:**

- (a) Returned items will be assessed a fee as described in the Schedule of Rates & Charges.

**Water Leaks:**

- (a) Leaks on the main line side of the meter are the responsibility of Palmyra Water Company and will be promptly repaired.
- (b) Leaks on the customer's side of the meter are their responsibility and must be reported within 30 days to help control the rates for all customers. If a leak is not repaired within 30 days, water service may 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 if the requirements are met in the Leak Adjustment Eligibility section.

**Water Leak Adjustment Eligibility:**

- (a) The customer must complete a Leak Adjustment Form that certifies the customer, upon discovering the leak or becoming aware of the leak, notified the Water Company within 30 days.
- (b) That the leak occurred outside, underground between the point of customer connection to the service meter and where the customer's line enters the residence.
- (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) Water leaks not meeting the a, b, c, or d requirements, or unexplained leaks, will not be eligible for an adjustment.
- (f) No leak adjustments will be approved on service lines within twelve (12) months of installation or reinstallation of service line.
- (g) Free standing hydrants, irrigation systems or hoses left running will not be eligible for water leak adjustments.
- (h) Leaks occurring within the residence or running/sticking toilets will not be eligible for water leak adjustments.
- (i) Following certified request for a water leak adjustment, an employee of the Palmyra Water Company will visit the premises to observe location of leak repair.
- (j) Adjustment will only be made for a maximum of 2 billing periods, and only if they were affected by the leak. Leak Certification Form must be submitted within 30 days of repair to be eligible for an adjustment.
- (k) Unexplained leaks or usages will not be eligible for an adjustment.

**Sewer Adjustment Eligibility:** A water customer who is also on sewer will be eligible for a sewer adjustment, providing they meet the criteria for a water leak adjustment as listed above. In the event of an inside water leak that the water did not go into the sewer system, the customer **MUST** provide either a detailed invoice from a plumber or proof of an insurance claim to be eligible for a sewer adjustment.

**Swimming Pools:**

- (a) Water used for filling swimming pools will be billed at normal rates. However, if you are within the Town limits and are charged a monthly sewer bill, an **annual one-time credit adjustment** may be made on the **sewer portion only**. A Pool Fill Sewer Adjustment form must be filled out with the before and after fill readings, then provided to the utility clerk at the time the pool is filled, to receive the adjustment.

**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.

Revised March 2022