

TITLE 10 - DELINQUENT ACCOUNTS  
Chapter 10.01 – Delinquent Customer Accounts

CHAPTER 10.01 – DELIQUENT CUSTOMER ACCOUNTS

- 10.0101 Customer. A “customer” shall include both the owner of the property for which the water, sewer, or garbage service is provided, and the person occupying the premises and actually utilizing the City’s water, sewer, garbage services, and any other City services.
- 10.0102 Disconnection. The City is authorized to disconnect a customer’s water and/or sewer services for non-payment of service charges or for disregard of regulation.
- 10.0103 Payment Required. When water and/or sewer services have been disconnected for non-payment of billed service charges or for disregard of regulation, then services shall not be resumed for the owner of the property or for a new tenant or other person occupying the property until all unpaid charges, together with any finance charge, and all fees for the re-establishment of service to such property is paid in full.
- 10.0104 Landlord Responsibility. Landlords or property owners whose tenants are billed directly by the City may be assured of notice prior to disconnection of service by notifying the Finance Officer of their name and address along with the description of the rental property.
- 10.0105 Notice Provided. Notice of past due accounts shall be made to occupant and/or property owner either by an authorized official of the City or by first class mail. Such notice shall state the water and/or sewer services will be subject to disconnection within ten (10) calendar days unless the balance due be paid in full.
- 10.0106 Right to Appeal. All customers have the right to appeal their account charges billed and/or balance due with the City Board of Trustees.
- 10.0108 No Services. No person nor business with a delinquent account balance may utilize any City Service(s) until the balance due is paid in full.