

Shelbyville Municipal Water & Sewer Commission Policy Regarding Disconnection for Nonpayment And Reconnection Fees

I. Purpose

This Policy is created to establish procedures for the disconnection and restoration of water and sewer services due to nonpayment and associated fees while ensuring fair and consistent treatment of all customers.

This Policy only applies to residential accounts and not industrial/business accounts.

To the extent that this Policy conflicts with any of the rules, regulations or policies of the City of Shelbyville, this Policy shall control.

This Policy shall be posted on the Commission's website at www.shelbywater.com. It can also be viewed at the Commission Office, located at 1059 Washington Street, Shelbyville, Kentucky, during normal business hours.

II. Interruption of Service

A Late Notice will be mailed to each Customer if their bill is not satisfied by the 15th of each month. That Notice will provide the date upon which disconnection will occur, and will identify the amount due and accepted payment methods; the last date for payment to be received prior to disconnection; and contact information for the Commission. The disconnect date is established by the Manager based upon the work/billing schedule of the Commission. A \$3.00 Service Fee shall be added to customer account.

III. Disconnection Schedule

Service disconnections shall occur only during normal business hours. Services shall not be disconnected on weekends, recognized Holidays, or after normal business hours,

IV. Disconnection Procedure

Unless otherwise determined by the Manager, Late/Disconnection Notices shall be sent to Customers whose delinquent account balance exceeds \$60.00 for January-October; \$75.00 for November; and \$100.00 for December. This schedule reflects consideration for the holidays. Commission Staff shall verify that all payments, including those made online, have posted prior to Disconnection of Service.

Disconnections of Customers in the North Shelby and West Shelby Water Districts shall be handled by those entities.

The Manager may approve reasonable payment arrangements for Customers demonstrating financial hardship or unusual situations. It is the duty of the Customer to contact the Manager to explain such situations. Failure to comply with those agreed upon arrangements shall result in disconnection of service.

Once it has been determined by the Manager that a disconnection shall occur, Commission Staff shall present a Final Disconnection Work Order to the appropriate personnel, who will disconnect the service as advised. Should a Customer bring their account current after a Work Order is issued but before the physical disconnection has occurred, the Work Order shall be canceled and no reconnection fee assessed.

V. Reconnection of Service

Fees associated with reconnecting service once a delinquent account has been satisfied are as follows:

- a. For services that have been physically disconnected, the Customer shall be assessed a fee of \$25.00 to reconnect during the Commission's normal working hours, which fee shall be paid prior to service being restored.
- b. For services that have been physically disconnected, the Customer shall be assessed a fee of \$60.00 to reconnect after the Commission's normal working hours. If reconnected after the Commission's normal working hours, the Customer must make contact with Commission Staff by noon the following work day to pay that fee in full. Should the Customer fail to do so, service will be disconnected once again.

VI. Appeals

Customers may appeal billing disputes or disconnection actions by contacting the Commission Office prior to the disconnection date. All such appeals shall be reviewed by the Manager or his designated representative and a decision provided to the Customer prior to disconnection.

Adopted _____.