



RESIDENTIAL WATER SERVICES DISCONTINUATION POLICY		CC-058
CITY POLICY	Effective Date: 03/26/2020	Revised Date: 09/12/2024

PURPOSE

This policy enumerates the City of Plymouth’s administrative actions for the collection of residential delinquent accounts, including notifications, charges, and discontinuation of water service. This policy will be made available to the public on the City’s website.

As an urban or community water system that supplies water to more than 200 service connections, the City is governed by Senate Bill No. 998 Chapter 891, Water Shutoff Protection Act.

1) General

- a) This Policy applies only to disconnection of residential water service for nonpayment. The City’s existing ordinances, resolutions, policies, and procedures shall continue to apply to non-residential water service accounts and to disconnection of residential water service for other reasons, including the termination of a service connection by the City due to a customer violation of any other ordinance, rule, regulation, or policy of the City. In the event of any conflict between this Policy and any other ordinance, rule regulation, or policy of the City, this Policy shall prevail. In the event of any conflict between this Policy and state law, state law shall prevail.
- b) Customer Responsibility:** Under applicable City ordinances, resolutions, policies, and procedures, bills for water service are rendered to each customer on a monthly basis. And are due and payable on the first day of the month following the close of the billing period. And shall be delinquent if not paid within fifteen days from that date. Upon delinquency, a penalty of ten (10) percent of the balance due for that billing period shall be charged.
- c) Disconnection of Residential Water Service for Nonpayment.**
- d) 60-day Delinquency Period:** The City shall not disconnect residential water service for nonpayment of a service bill until a customer’s payment has been delinquent for 60 days.
- e) Delinquent Fee:** An account that remains unpaid after the 15th of the month of water and/or sewer billing is considered delinquent. A penalty of ten (10) percent of the balance due for that billing period shall be charged.
- f) 7-Day Notice:** Prior to any proposed discontinuance of residential service for nonpayment of an account delinquent for at least 60 days, and at least 7 business days before discontinuation of residential water service for nonpayment, the City shall mail a notice, postage prepaid, to the customer to whom the service is billed or contact the customer by telephone. The notice shall advise the customer of the delinquency and the impending proposed discontinuance of service. Service may not be discontinued

sooner than 7 days after the City's mailing of such notice of delinquency and intent to discontinue service. If mailing of the written notice is returned through the mail as undeliverable, the City shall place in a conspicuous place a notice of imminent disconnection of residential service for nonpayment and the City's policy for discontinuation of residential service for nonpayment."

- g) **Service Restoration information:** Upon disconnection, the City shall provide the customer with information on how to restore residential service. Which will require payment of the full balance on account and reconnection fee of \$50 during regular business hours (8:30-4:30 – Monday – Thursday, Friday by Appointment).
- 2) **Restrictions on Disconnection of Water Service:**
- a) The City shall not disconnect residential water service for nonpayment of a service bill until a customer's account has been delinquent for 60 days
 - b) The City shall not disconnect residential service in any of the following situations:
 - I. During the pendency of any investigation by the City of a customer dispute or complaint.
 - II. When a customer has been granted an extension of the period for payment of a bill.
 - c) The City shall not disconnect residential service if **ALL** of the following conditions are met:
 - I. On the certification of a licensed physician that to discontinue service will be life-threatening to the customer, the customer is financially unable to pay for service within the normal payment period and the customer is willing to enter into a payment plan as specified in the City's policy for discontinuation of residential service for nonpayment.

3) **Alternative Payment Arrangements**

If a payment agreement is authorized by the City, no discontinuance of water service shall be affected for any residential customer complying with such agreement, if the customer also keeps the account current as charges accrue in each subsequent billing period.

If a residential customer fails to comply with a payment agreement, the City shall not discontinue water service without giving final notice to the customer at least 5 business days prior to discontinuance of the conditions the customer is required to meet to avoid discontinuance, but the notice shall not entitle the customer to further investigation by the City."

4) Disconnection in Master Meter Landlord-Tenant Situations

- a) Whenever the City furnishes residential service through a master meter in a multi-unit residential structure, mobile home park or farm labor camp where the owner, manager or farm labor employer is listed by the City as the customer of record, the City shall make every good-faith effort to inform the residential occupants, by means of a written notice posted on the door of each residential unit at least 10 days prior to discontinuance of water service when the account is delinquent. The notice shall also inform the residential occupants that they have the right to become customers of the City without being required to pay the amount due on the delinquent account. For detached single-family dwellings, written notice shall be provided at least 7 days prior to discontinuation of water service.
- b) Nothing in this section shall require the City to make service available to residential occupants unless each residential occupant agrees to the City's terms and conditions of service and meets the requirements of the City's rules and regulations. If one or more residential occupant is willing and able to assume responsibility for the entire account to the satisfaction of the City, or if there is a physical means, legally available to the City, of selectively discontinuing service to those residential occupants who have not met the requirements of the City's rules and regulations, the City shall make service available to the residential occupants who have met those requirements."

5) Procedure to Contest or Appeal a Bill

Any residential customer may appeal or request a review of any water bill within five days of receiving the disputed bill or written notice that water service will be discontinued. However, no such appeal or review rights shall apply to any bill for which an appeal or request for review has been made. The appeals process shall be specified in the City's policy for discontinuation of residential service for nonpayment."

Previously Policy # 2020-01