

# **Town of Mulberry**

## **Policy and Procedures**

### **Water, Sewage, Sanitation, and Stormwater Services**

**Description:**

To have written procedures for all users of any of the Mulberry Utilities.

**New Customers:**

All new customers must come into the Utility Office so that information can be collected.

- A copy of the deed, purchase agreement, or lease must be provided.
- Utilities will ONLY be provided to the person(s) who is stated on the deed, lease, or purchase agreement.
- A valid copy of the applicant's driver's license must be provided to receive utilities.
- Deposit must be paid in full at time of application to receive utility service.
- A current mailing address must be supplied to the Utility Office within 7 days of starting service or the water will be disconnected.
- Properties who are receiving utilities without providing the requirements of the utility application will be immediately disconnected.
- If the water is disconnected a \$50.00 reconnect fee will applied.

**Deposits:**

A \$350 deposit will be required to receive utility services provided by the Town of Mulberry.

Deposits will be applied to the customer's final bill after which the balance, if any, will be refunded. A check will be mailed to the customer after the Utility Office has been notified of a forwarding address and the service has been terminated. Interest will NOT be paid on any part of the deposit.

If there would be a deposit that the customer could not be located after twelve months the customer would forfeit the deposit and the money would be transferred to the water operating fund.

**Delinquent Bills:**

Bills will be mailed on the 1<sup>st</sup> of each month. Due dates are the 15<sup>th</sup> of the month. Any bill paid after the 15<sup>th</sup> of the month is subject to a 10% penalty. All Past Due amounts are due in the Clerk-Treasurer's Office no later than the 10<sup>th</sup> of the following month. The water will be shut off on or after the 10<sup>th</sup>. A notice will be left at the location of the

disconnection with the amount owed in order to restore water service. Once the Utility Employee leaves the Town Hall with the disconnect letter there will be a \$50.00 fee assessed. After the arrears and assessed fee has been paid water will be restored within 24 hours.

**NSF checks or Closed Accounts:**

Any customer who has a check returned for non-sufficient funds or closed account will be charged a \$25.00 fee. A written notice will be sent by USPS to the name on the check at the service location. If payment for the check and fee is not made within 5 days the water will be shut off. If the non-sufficient check was written to the Utility Office for a Past Due Balance the customer has 48 hours to bring the cash, credit/debt or money order to the utility office or the water will be disconnected. Any customer who has a NSF check twice within a twelve month period will be required to pay by cash, credit, or money order. Checks will no longer be accepted from that customer.

**Customers moving within town limits:**

Any customer that has an outstanding balance at one address will not receive water service at a new address until the old address balance is paid in full. This applies to all residents in the household (ex. can not change name the water service is in within the family).

**Leak Adjustments:**

Any customer that request to have an adjustment of their wastewater bill due to a leak where water did not go into the Mulberry Sewage System must fill out an affidavit. The Clerk-Treasurer will have the authority to adjust accounts. No adjustment will cover more then a two month period. Only one adjustment per account will be allowed within a twelve month period.

**Summer Sprinkling Credit:**

See Ordinance Number 177-2010

Board Past 2019 each customer must fill out a summer sprinkling credit form if they meet the criteria. Credit is good for July, August and September Bills.

Effective Date: August 18, 2020

Adopted: September 8, 2020