



Utilities Commission
Commission Meeting

Agenda

January 4, 2024
8:30 AM

CALL TO ORDER

MINUTES APPROVAL

December 7, 2023

ADJUSTMENT JOURNAL

December Adjustment Journal

- December Adjustment Journal

NEW BUSINESS

OLD BUSINESS

Current Shut-off Fee Discussion

- Page 3 Rules & Regs
- Page 12 Rules & Regs
- Page 13 Rules & Regs
- Page 22 Rules & Regs
- Example of Non-Payment Calculation
- Suggestions for the Rules & Regs

Bill Processing Updates

Future Shut-off Fees/Process Changes

- New Non-Payment Procedure Discussion

OTHER

COMMUNICATIONS

WWW Attachment

ADJUSTMENTS/CORRECTIONS
DECEMBER 2023

3.A.1

Account #	Amount	Name	Address	Leak Credit Y or N	Reason	Date of Credit
Multiple	\$6,040.00		Multiple	N	Non-Payment Fees-151 Shut-offs	12/5/2023

Communication: December Adjustment Journal (December Adjustment Journal)

Any Adjustments over \$500.00 goes to Utilities Commission

Packet Pg. 3

The permit application shall be supplemented by any plans, specifications, or other pertinent information as required by the water and wastewater utility. A permit fee per approve rate schedule shall be paid at the time the application is filed. If permits are not obtained prior to line installations, a permit fee shall be charged. Permits shall be for each separate service. Subsequent services shall be covered by separate permits and include installation costs and expenses.

CROSS REFERENCE: 919.03 Service Lines and Connection; Grant of Permit for Water Use

INITIAL BILLING CHARGES

When a consumer discontinues or transfers location for utility service, the water service availability charge (WSAC) minimum, pro-rated to the nearest whole week from the date of receipt of service or termination of service to the end of the appropriate current quarter, shall be paid at the time of the initial receipt or termination of the service.

CROSS REFERENCE: 919.08 Rules of Water Department, (e) Billings and Payments

DISCONTINUATION OF SERVICE BY UTILITY

The utility reserves the right to discontinue the supply of water for any of the following reasons:

1. The non-payment of water bills, including any other charges referred to herein.
2. The non-payment of sewer charges.
3. For repairs or unavoidable shortage or interruption in the source of supply.
4. If the consumer's water consumption requirements or connections are detrimental to the water system as supplied to other consumers or to utility's water system in general.
5. For Fraud or illegal diversion of water.
6. Failure to follow any portion of the Water Department Rules and Regulations. (Example, meter accessibility, final plumbing inspections, backflow rules.)

Whenever service is discontinued for non-payment of accounts or fraudulent misrepresentation a charge (refer to fee schedule) will be made by the utility to cover the cost of disconnection and reconnection service when the same is again re-established.

CROSS REFERENCE: 919.08 Rules of Water Department, (p) Discontinuation of Service

DISCONTINUATION OF SERVICE AS REQUIRED BY CONSUMER

Any property owner, firm, or corporation may discontinue water service with proper notice to the City Water and Wastewater Department Office. The meter may be removed at the discretion of the Department and the water will be shut off at the curb by the department. The WSAC charges for the property will continue even though there is no longer usage.

WAVIER OF MINIMUM CHARGES

Property owner who have vacant homes or lots which no longer require full-time water service may qualify wavier of minimum charges. In order to qualify for wavier of minimum charges:

When the City's water supply has been available for 90 days, the WSAC shall apply and be due and payable with each and every billing. This WSAC will also apply when the water is shut off at the request of the consumer.

Terms of Payment

The rates set forth are net rates and apply only in the event all accounts for water service are paid on or before the date specified on the bill. If not paid, the gross rates shall apply which are the net rates plus ten percent.

Direct Sales to Tank Trucks

Metered sales from City's water utility will be made to tank trucks with the location, time, and hour to be specified by the Administrator of Treatment and Distribution. The charge for all water furnished shall be per current charges. Payment can be made at the City Water and Wastewater Department Office, 3 North Gay Street, Mount Vernon, Ohio, during regular business hours, or for consumer convenience at approved financial institutions.

Credit for Registered Senior Citizens

In order to be eligible for such credit, any and all citizens of the City who have reached the age of sixty-five (65) years shall make application therefore to the Water and Wastewater Department of the City. Consumers who have reached the age of 65 can obtain the Senior Citizen Discount Credit by completing the approved form at the Water and Wastewater Office.

Billings and Payments

1. Bills for water service shall be rendered monthly and are payable on or before the 15th day of the billing monthly. Failure to receive the billing will not entitle consumer to the net rates nor the remission of any charge for non-payment within the time specified. Industrial consumers, depending upon the quantity of water used, can be billed monthly. Monthly billings are due and payable on or before the 15th of the billing month.
2. In the event of the failure of any water meter to register the full amount of water consumed, the consumer will be billed on an estimated consumption basis based upon consumer's normal use of water in a similar period during the time the meter was registering correctly.
3. All meter readings and billings shall be in units of either 100 or 1,000 cubic feet, depending upon the size of the meter.

- a. When service is initially established to the consumer or where the consumers account is being transferred from one location to another and the period of service involves seven (7) days or less of the utility's regular billing period, the consumer's initial usage at the new location will be carried over into the next succeeding billing period at that location and shall be combined with and considered as part of same.
 - b. For all other service furnished for a partial billing period, including all final bills, the bill shall be calculated in accordance with the rate blocks and charges, including the WSAC as set forth in the applicable rate schedule.
5. A consumer who intends to move from the premises or discontinue the use of water, shall give the utility reasonable notice of such intention and the consumer and/or owner shall be liable for all water that may be used upon the premises until such notice is given and the utility has made the final meter reading.

CROSS REFERENCE: 919.08 Rules of Water Department, (e) Billings and Payments

Responsibility of Payment of Bills by Owner

The present owner of record of the real estate to which water service is furnished shall be responsible for the payment of all water bills, irrespective of who incurred such unpaid bills or when such bills were incurred or who owned or occupied the property at the time the bills were incurred. All unpaid water bills shall be assessed as a tax lien against the property involved, collectible according to law.

All gross bills and other charges due for water service, if not paid within ninety days after the same are due and payable, shall become a lien upon the premises being supplied with water service. Such a lien shall be certified to the Auditor of Knox County, at which time the lien shall vest and the Auditor shall place same on the tax duplicate of the County, together with the interest and penalties allowed by law and be collected in the same manner as other taxes.

CROSS REFERENCE: 919.08 Water Rates, (Entire Section); 919.09 Rules of Water Department, (e) Billings and Payments, (f) Responsibility of Payment of Bills by Property Owner

USE OF WATER FOR CONSTRUCTION PURPOSES

When a service connection is made to a City main for new construction, a water meter will be set to measure all water used during the construction period; in which case, the regular metered rate will be charged in accordance with the current schedule. No person, other than an authorized agent of the City Water and Wastewater Department, shall turn on water for such purposes. Water will not be made available until after the tap charge and construction charges have been paid.

CROSS REFERENCE: 919.08 Rules of Water Department, (k) Temporary Service

FEES AND CHARGES

Bad Check Charges

Bad check corrected after 1 st notice from office	\$30.00
Bad check which requires certified letter for collection	\$40.00

Turn on charges or fines

Card charge for door hanger	\$10.00
Non-payment fee Water off/on whether service terminated or not	\$40.00
Reconnection charge-water off for waiver of minimum	\$75.00
Turn on charge for when water off for tampering	\$125.00
Non-emergency call out charge	\$120.00
Fine for tapping into main without authorization	Penalty per Ohio Revised Code

Water Service Application Fees

Water tap permit fee obtained prior to tapping service	\$75.00
Water tap permit fee obtained after tap has been installed	\$120.00
Water line extension permit	\$40.00
Fire Line Permit	\$40.00
Non-Compliant Waterline Application	\$250.00

* Individual taps per attached chart

Sewer Service Application Fees

Sewer Tap Permit Fee obtained prior to tapping service	\$75.00
Sewer Tap Permit Fee obtained after tap has been installed	\$120.00
Tapping fee (cutting new tap on main)	\$145.00
Sewer trunk line extension (per future unit served)	\$25.00
Assessment fee *Per Ordinance	\$800.00 min or Actual charge per Ordinance
Tank Truck	\$10.00 per 1000 gallons
Septic Waste Charges	\$35.00 per 1000 gallons

Revised February 2, 2023

Notes	Penalty	Bill Due	Amount	New Balance
Regular Bill		January 15th	\$ 60.00	\$ 60.00
Late Fee added January 16th	10%		\$ 6.00	\$ 66.00

Regular Bill		February 15th	\$ 60.00	\$ 126.00
Late Fee added February 16th	10%		\$ 6.00	\$ 132.00

Non-Payment Fee for Bill Due January 15th

*Added BEFORE the office opens on the day of shutoffs	\$ 40.00		\$ 40.00	\$ 172.00
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Regular Bill		March 15th	\$ 60.00	\$ 232.00
Late Fee added March 16th	10%		\$ 6.00	\$ 238.00

Non-payment Fee for Bill Due February 15th

*Added BEFORE the office opens on the day of shutoffs	\$ 40.00		\$ 40.00	\$ 278.00
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Total if paid on time

\$ 60.00

\$ 120.00

\$ 180.00

Communication: Example of Non-Payment Calculation (Current Shut-off Fee Discussion)

Termination of Service Due to Non-Payment

- **Schedule** – Termination of Service is scheduled for the first Tuesday after the first Friday of each month. Specific dates will be noted on the monthly bill presented to the customer.
- **Fees** - Non-payment fees will be applied prior to the start of shutoff day. In order to avoid the Non-payment fee, payment would need to be received in the office before the end of the business day prior to the scheduled shutoff day.
- **Owner Responsibility** - Failure to notify the water department of vacancy, will not exclude property owner from accruing Non-payment fees. Please be sure to request a waiver of minimum charge for properties that will be empty for an extended amount of time. (Note: sewer only properties are not eligible for the waiver of minimum charge)

Additional Questions

1. Because this Fee is for Non-Payment, should sewer only customers be charged as well water customers? Stormwater?
2. If the property has been ignored, meaning no one is tending to the utility bill, should the fees continue to accumulate?

Changes to the Shutoff for Non-payment Process

1. Increasing the Non-payment Fee?
2. *Changing the shutoff process, shutoff on day one and turn back on day 2?
3. Adding a deposit?
4. *Requiring the account balance to be paid in full before service is restored?
5. Implementing a forgiveness process, once per year or once per account lifetime? Will the billing system support this tracking?