

## SECTION II

### PENALTIES AND LATE FEES:

All water and sewer bills are due by the 15th day of each month. Any customer who pays their bill after the 15th of the month shall be assessed a late fee of 10% of their water, sewer, and/or trash bill for that particular month.

### BILLING PROCEDURES:

[a] Bills and notices relating to the conduct of the business of the Commission will be mailed to the customer at the address listed on the application for service, unless a change of address has been filed in writing at the business office of the Commission. The Commission shall not otherwise be responsible for delivery of any bill or notice, nor will the customer be excused from payment of a bill or from any performance required in the notice.

[b] Bills for water and sewer services are due and payable at the business office of the Commission or to any designated agent on their date of issue. The past due date shall be the next business day after the 15<sup>th</sup> by 12:00 noon. Bills will be dated and mailed each month.

## SECTION III

### DISCONNECTION FOR LATE PAYMENT:

The City shall disconnect utility service in accord with the following policies:

[1] When it becomes necessary for the City to discontinue utility service to a customer for nonpayment of bills, service will be reinstated only after all bills for service then due have been paid and any service charge required has been paid. It is the policy of the City to discontinue utility service to customers by reason of nonpayment of

the authority to make a final determination of a customer's complaint. All procedures set forth in this paragraph shall be the sole procedure for the resolution of disputed charges.

[2] Requests for delays or waiver of payment will not be entertained; only questions of proper and correct billing will be considered. In the absence of payment of the bill rendered or resort to the hearing procedure provided herein, service will be discontinued at the time specified.

#### SECTION IV

#### RECONNECTION OF SERVICE: