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**Effective/Revised Date May 2, 2023**

## **Delinquent Water Disconnection / Reconnection Policy and Water Leak Adjustment Policy**

**Section 1.** If customer's bill is 2 months delinquent, water service will be eligible for disconnection. Payment of full account balance and **\$50 service charge** will be required to restore water service.

**Section 2.** If customer's bill is more than 2 months delinquent and / or there is additional usage since meter was turned off from the last cut off list, in addition to discontinuance of water service, water meter will be removed. Payment of full account balance and **\$100 reconnection fee** will be required to restore water service.

**Section 3.** If customer is caught stealing water by "straight-lining" or other means local law enforcement will be notified and customer will be charged with **Theft of Service TCA-39-14-104**; "straight-lining" or other means will be removed. Customer must pay the fine levied against them, pay full current account balance and **\$250 reconnection fee** to restore service.

**Section 4.** If customer water account remains unpaid after 4 months, water service will remain disconnected and **account will be closed**. The Water Department will monitor the water meter and if usage is found while account is closed and service is discontinued, steps in section 3 will apply.

**Section 5.** The water Department will adjust 2 months of bills in the event of a water leak on the customer.


Customers are allowed 2 adjustments within 12-month period.

In order to receive an adjustment, customer must provide either an invoice/receipt from a plumber or a store receipt for plumbing merchandise if the customer fixes the leak.

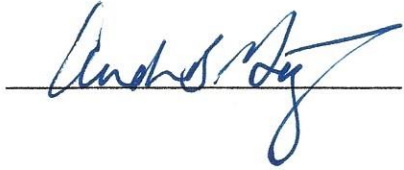
Procedure or adjustment will be determined by averaging customer's usage normal usage over a 6–12-month period.

Passed and approved by Mayor and Board of Aldermen This 2<sup>nd</sup> Day of May, 2023

Attest:



City Mayor



City Recorder