

ORDINANCE 2014-5
SHUT-OFF OF WATER SERVICE AND
RELATED MATTERS

WHEREAS, the Town Council of Camden, Carroll County, Indiana, deems it necessary to establish rules and regulations for the economic and efficient administration of the collection of and payment for the Town's utility bills and to inform the public of regulations relating to shut-off and adjustments of said utilities,

It is hereby ORDAINED as follows:

SHUT-OFF OF WATER SERVICE

- (1) During regular business hours, water will be shut off per customer request one (1) time per calendar year without a charge. Each additional request for shut-off will be at a charge of Twenty-Five Dollars (\$25.00) per shut-off. Shut-off at the customer's request not during regular business hours, week-ends or holidays will be charged at a rate of Forty Dollars (\$40.00) per shut-off.
- (2) Shut-off due to non-payment of utility bill will result in a re-connection fee of Twenty-Five Dollars (\$25.00) to be charged to the customer if the re-connection is made during office hours. Thirty days after the due date, unpaid utility customers will be shut off. The entire bill plus penalties and re-connect fee must be paid before service will be connected.
- (3) A re-connection made after office hours shall be at the fee of Twenty-Five Dollars (\$25.00) plus Fifteen Dollars (\$15.00) or a total of Forty Dollars (\$40.00).
- (4) HEARING: Customers have a right to appear before the Town Council and be heard before the service is disconnected. If a customer desires a hearing, the customer should contact the Clerk-Treasurer at phone 574- 686-2121 to be heard at the Council meeting held during the month the bill in questioned is issued. The Council will have final decision on the merit of each case and the case shall not be subject to appeal. The customer must be present to be heard. No action on the part of the customer will result in normal shut-off service.
- (5) Customers in good standing may carry an account balance of up to Twenty Dollars (\$20.00). This courtesy does not extend to customers whose water is discontinued for non-payment; customers whose payment check has been returned by the bank; or customers with a final bill. These accounts must be paid in full for service to be resumed.

ADJUSTMENTS TO WATER AND/OR SEWER BILL

- (5) There shall be one adjustment per calendar year for a verified leak. A leak may be verified by written statement at the Office of the Clerk-Treasurer.
 - A). If the verified water leak results in the customer's usage increasing more than two (2) times their monthly average, then the water bill will be adjusted to the customer's monthly average times two (2). Average usage is defined as being an average of six (6) months' bills calculated by disregarding the high and low months.
 - B). Sewer bills will be adjusted to the customer's average usage. Average usage is defined as

- being an average of six (6) months' bills calculated by disregarding the high and low months.
- C). If a home under construction (new home) results in a water leak causing excess water usage and if such is verified to the Town Council or to the Clerk-Treasurer, then an adjustment on billing shall be made to reflect only a minimum billing for water usage.
 - D). Any adjustments other than a verifiable leak must come before the Town Council which meets on the third (3rd) Thursday of each month at 7:00 P.M.
 - E). The leak must be repaired before adjustments to the bill can be made.
 - F). Customers having a second leak within a calendar year may appear before the Town Council to request a second adjustment. This request must be made at the meeting held during the month the elevated water usage is billed. No adjustment will be given retro-active. The decision of the Town Council shall be binding and not subject to appeal.

PENALTY

(6) Utility bills paid after the due date shall be subject to a ten percent (10%) penalty of the amount owed.

HARDSHIP

(7) To determine if a hardship does exist, the Town Council will call a special meeting to determine the merit of each hardship case. The person requesting the hardship status or his/her representative must be present. The Council will set the terms for payment of the utility bill and if the terms are not honored, service will be discontinued immediately upon default of payment. The decision of the Town Council shall be binding and not subject to appeal.

REPEAL OF ORDINANCES

Ordinance 2013-2 is hereby repealed.

This ORDINANCE is adopted on the _____ day of _____, 2014.

TOWN COUNCIL
CAMDEN, INDIANA

Jeff Sieber, President

Richard Fite, Member

ATTEST:

Kandance Funk, Member

Patricia Casserly
Clerk-Treasurer