

CITY OF ALMA

DISCONNECT POLICY

(Ordinance 2019-20 (50.05), passed 2-20-2019)

The City of Alma shall send its customers their utility bill for gas, sewer, water, and solid waste service around the 1st of each month. The bill shall be due upon receipt and is delinquent after the close of business on the 15th of the month unless the 15th day of the month is on a weekend, legal holiday or on another day when the City Office is not open for business, in which event the payment will be due on the next day that the City Office is open for business. If payment is not received before it becomes delinquent, the City shall apply a 10% late charge and mail the customer a disconnect notice by first-class mail. The disconnect notice shall state the customer will have their utilities discontinued in 7 days. Within 1-2 days prior to the end of this 7 day period, the City shall hang a final notice on the customer's door. The City shall assess a fee of \$25 to hang this notice.. If payment still is not received at the end of those 7 days, the City shall physically disconnect the service.

The City shall apply a re-connection fee of \$75 to first-time disconnects due to non-payment and a re-connection fee of \$150 for second and subsequent disconnects due to non-payment. Customers with their service disconnected due to non-payment shall arrange for reconnection by 3:00 p.m. on regular business days. The time required for re-connection and testing for gas leaks will require overtime by employees if started after 3:00 p.m. on regular business days or anytime on weekends, the City shall assess an additional fee of \$75 to compensate the City for such overtime.

The City of Alma Code of Ordinances addresses “Building Regulations” in Chapter 150 which addresses minimal standards every dwelling must meet. If, and when, the City of Alma shall disconnect a customer for non-payment that customer is in violation of **City Ordinance 150.53: No owner, operator or occupant shall cause any service, facility, equipment or utility which is required under this subchapter to be removed from or shut off from or discontinued for any occupied dwelling let or occupied by him or her, except for such temporary interruption as may be necessary while actual repairs or alternations are in process, or during temporary emergencies when discontinuance of service is approved by the Building Inspector.**

(1993 Code, § 9-634)

If utility services are disconnected for non-payment, City of Alma staff will send a Certified Letter to the customer informing the customer they are in violation of City Code and within 7 (seven) days customer must either have service restored or vacate the property. Failure to vacate shall be addressed by **Ordinance 150.99 Penalty: (A) (1) Any person who shall violate or refuse to comply with the enforcement of any of the provisions of this chapter, set forth at full length herein or incorporated by reference shall be deemed guilty of an offense and, upon conviction thereof, shall be fined not more than \$500 for each offense. A new offense shall be deemed to have been committed every 24 hours of such failure to comply. (1993 Code, § 9-801)**

I acknowledge I have read and fully understand the “Underground Gas Pipe Maintenance suggestions and Diggers Hotline information” and the “Disconnect Policy” by signing below.

Customer Signature date

City Official Signature date