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## CITY OF GLADWIN UTILITY POLICY

Subject: Utility Department billing/operating procedures.

It is necessary, for the City to promulgate procedures in which to give guidance to administrative personnel and provide common understanding between administrative personnel and the City Council as to procedures followed under certain circumstances.

1. Requests for new service or change in existing service will not be honored unless personal identifying information is presented to comply with city IDENTITY THEFT PREVENTION PROGRAM.
2. All service shall be metered unless upon determination of the City Administrator it is impractical.
3. All accounts shall be billed the minimum base rate (water, sewer, and trash) regardless of whether service is used, excluding sprinkler systems.
4. An established fee will be charged for water service to be turned off. To have the service reconnected, a fee will be charged. Emergency turn-off or turn-off of water service when it requires City personnel to be called in or scheduled during non-business hours will incur a fee for turn-off and a fee for turn-on plus the employees hourly rate at time and one-half for any time necessary for City personnel to stand-by in excess of one hour while service is repaired.
5. Laundromats shall be billed a flat rate for sewer and car wash accounts shall be billed at 70% of sewer consumption rate.
6. A list of sprinkler accounts will be maintained by the City and those accounts shall automatically be deemed to be "on" May 1<sup>st</sup> of each year and "off" October 1<sup>st</sup>, except in the case of a separate service the City has control of turning on and off.
7. Billing for residential accounts for sewer during the summer months (July 1, August 1, September 1, and October 1) shall be based on the consumption of October, November, and December of the previous year. For any account that has no history, the consumption for sewer shall be a flat rate of 2,000 gallons monthly. Only one account shall be maintained by any single water service.
8. In the case of a rental unit, a \$150.00 deposit is required to change the bill into the tenant's name. After 12 consecutive on-time payments, the deposit may be refunded, without interest. When the tenant leaves, the deposit is applied to the balance due and any remaining amount will be refunded to the tenant. The deposit is waived if the landlord files the utility billing letter of authorization with the UB clerk.
9. Property owners will be responsible for the cost of meter replacement if water meters freeze in foreclosed and/or unoccupied properties. Before the transfer of new ownership, a \$100.00 deposit may be required. If the City is not notified of an impending transfer of property, the new owner shall be responsible for cost to replace damaged meter.
10. All billing will be billed as of the first day of the month and due on the 20<sup>th</sup> day of the month. All billing not received by the City by the 20<sup>th</sup> of the month shall be charged a penalty of 5%. A past-due notice will be mailed on the 21<sup>st</sup> day of the month informing the customer that they are past due and face possible shutoff if the bill is not paid by the 10<sup>th</sup> day of the next month. If the customer ignores all notices and fails to contact the Utility Billing Clerk at City Hall to make arrangements before shut off date, or makes arrangements and does not follow through with a commitment for payment, service will be discontinued.
11. All rates and fees shall be established from time to time by resolution of the City Council.