

Ordinance 998 – Attachment B

The Town will assess the following fees to attempt to deter non-payment of utility bills and recoup costs for services rendered.

Residential

Late fees: 10% of the original past due balance; late fee is not calculated on outstanding balance inclusive of late fees previously assessed; maximum of 3 fees on a single unpaid month assessed before balance is turned over to collections

Disconnection/Locking fee: \$50; assessed when staff must disconnect service and lock the meter

Reconnection/Unlocking fee: \$50; assessed when balance is paid in full and service is restored by staff

Collections Penalty fee: assessed when the account is turned over to collections and based on the amount outstanding and the amount charged by the Town's contracted collection agency

Commercial

Late fees: 10% of the original past due balance; late fee is not calculated on outstanding balance inclusive of late fees previously assessed or other fees listed in this schedule; maximum of 3 fees on a single unpaid month assessed before balance is turned over to collections

Disconnection/Locking fee: \$75; assessed when staff must disconnect service and lock the meter

Reconnection/Unlocking fee: \$75; assessed when balance is paid in full and service is restored by staff

Collections Penalty fee: assessed when the account is turned over to collections and based on the amount outstanding and the amount charged by the Town's contracted collection agency

Temporary Meters

Late fees: 10% of the original past due balance; late fee is not calculated on outstanding balance inclusive of late fees previously assessed or other fees listed in this schedule; maximum of 3 fees on a single unpaid month assessed before balance is turned over to collections

Disconnection/Locking fee: \$150; assessed when staff must disconnect service and lock the meter

Permit Hold fee: \$50; assessed when the hold is placed

Reconnection/Unlocking fee: \$150; assessed when balance is paid in full and service is restored by staff; only assessed for locked meters, not for recovered meters

Missing/Unrecoverable Meter: Meter Cost + 10%; assessed when staff is unable to recover the meter

Collections Penalty fee: assessed when the account is turned over to collections and based on the amount outstanding and the amount charged by the Town's contracted collection agency

Ordinance 998 – Attachment B continued

The above fees will be assessed according to the schedule in Ordinance 998, Attachment A. A residential or commercial account will be allowed one late fee waiver per rolling 12 months, not to exceed 2 waivers in a rolling 36 month period. This waiver is separate from a leak adjustment, which is also allowed on residential or commercial accounts once per rolling 12 months, not to exceed 2 adjustments in a rolling 36 month period, and subject to documentation and Director of Finance approval. Account holders entering into a payment plan will be responsible for all fees listed above, as assessed.