City of North Bonneville

Utility Account Policy Agreement
(NBMC 13.04)*

1. North Bonneville sewer and water utility payments must be physically received at City Hall by 4:30pm. on the statement due date [no exceptions]. Any utility payment received after the due date [by the 25th day of the month] will be delinquent. A delinquent account is subject to a $20.00 late fee*.

2. An account holder who receives a late fee will be notified and has 10 additional days to pay the full utility bill before subject to additional penalty. During this 10 day grace period the account holder may make a partial payment in accordance with the provisions of the utility payment plan found in the municipal code at 13.04.050. The temporary payment plan requires a minimum payment of 50% of the unpaid utility balance. This payment plan does not cover future payments rather it is limited to the subject billing cycle.

   The remaining utility balance as agreed to in the payment plan must be paid as stated in addition to regular bills until paid in full. If the account has not been paid in full by the end of the agreed to payment plan, the account holder's water service will be shut-off until the utility balance has been paid in full along with a $75.00 turn-on fee*, any call out fees and base rate per diem charges. An account holder who does not follow through with the provisions of the agreement plan may lose the opportunity to rely on this relief mechanism in the future.

3. If the unpaid utility balance has not been resolved by 4:30pm. on the 10th day of the grace period, your late fee delinquency notice also informs you of the shut off date on the 11th day of delinquency. Water will be shut off without additional notices on the 11th day. Once a meter has been shut off, the account holder will need to pay the full amount due plus a $75.00 reconnection fee*, any call out fees and base rate per diem charges in order to have service reestablished.

4. If the account holder is habitually late in utility payments, their water service will be shut-off in accordance with municipal code provision 13.04.050 until the past due utility balance is paid in full along with a $75.00 turn-on fee*, any call out fees and base rate per diem charges. The term "habitually" applies to account holders whose accounts are in arrears for three consecutive months or six of the past 12 months. A water meter may be shut off if the account holder has received late payment charges for three consecutive months and failed to pay those late payment fees during that time period.

5. If a property owner or account holder has their water shut off twice in the past 12 months the City shall require an additional $150.00/$300.00 deposit* to reconnect the water in accordance with the adopted utility rates, charges and fees schedule. Termination of service does not relieve the utility customer of the obligation to pay all outstanding bills and charges. (Ord. 1111, 2019; Ord. 1095, 2018; Ord. 1055, 2015; Ord. 1036, 2014; Ord. 982, 2011; Ord. 971, 2010; Ord. 831 (part), 2003)

6. If an account holder intends to leave their premises for some extended time period they may request the City shut off their water meter during this time period. The City will charge a $50.00 turn off fee* but the account holder will not be subjected to the monthly base water and sewer rate per diem charge during that time frame. When the account holder returns, a $75.00 turn-on fee* will be required to turn the service back on.

7. If the City receives a non-sufficient/returned check [NSF] the property owner/account holder shall be charged a $35.00 handling fee* in accordance with the adopted utility rates, charges, and fees schedule. If a person writes more than one [NSF] check to the City within a 12-month period, the City reserves the right to require cash payment for services rendered. Once notified of [NSF], the account must be made current within 15 days to avoid automatic shut off and $75.00 turn-on fee*, along with any call out fees and base rate per diem charges.

8. It is my responsibility to update the City with any new contact information so the utilities bill can be sent to the correct address.

I have read and acknowledged the above North Bonneville City Utility Policy Agreement and will abide by all future updates made to NBMC*.

Printed Name_____

Signature_____

Date_____

Account# .....