CHAPTER 52. WATER AND SEWER SERVICES

Sec. 52.051. Sewer service rates.

(A) *Definitions.* For the purpose of this section the following definitions shall apply unless the context clearly indicates or requires a different meaning:

Apartment use. A structure of more than one dwelling unit located in any triplex, four-plex or multi-family zoning district.

Commercial use. Structures that are retail, commercial and industrial uses as defined by the Comprehensive Zoning Ordinance 1470.

Month. A period of time between water meter readings.

Residential use. A structure built and occupied for single-family residential uses and including all structures authorized in the following zoning districts:

    (a)   All R districts.

    (b)   All SF districts.

    (c)   Duplex districts.

Volume.

    (a)   ~~A customer's average month's water consumption calculated by adding the three water meter readings occurring in the months of December through March each year and dividing by three~~. Residential sewer use is calculated using the average water consumption for meter readings taken for the January, February and March bills as the estimated sewer volume per month. The number thus calculated as the average rate will be applied to April's bill and will be used for the subsequent 12 bills, when a recalculation in the same manner shall occur.

    (b)   The number thus calculated as the average rate will be applied to bills prepared after April 1 and used for the subsequent 12 billing cycles, when a recalculation in the same manner shall occur.

(B) Monthly rates are established by ordinance as set forth in chapter 31 of this Code and shall be collected for sanitary sewer services furnished by the city.

Sec. 52.053. When payments due.

The rates and charges fixed by this subchapter shall be paid by the users of the waterworks and sanitary sewer system to the ~~utility accounting division of the Finance~~ Utility Customer Service Department in advance of the ~~first day of each month which shall be the date those rates or charges shall become due and payable~~ billed due date each month which shall be no less than 14 days after the day the bill is generated, unless a different schedule has been approved by the Director or their designee.

Sec. 52.054. Disconnection for late payment.

(A) It is the policy of the city to discontinue utility service to customers by reason of nonpayment of bills only after notice and a meaningful opportunity to be heard on disputed bills. The city's form for application for utility service and all notices shall contain, in

addition to the title, address, room number, and telephone number of the official in charge of billing, clearly visible and easily readable provisions to the effect:

(1) That all bills are due and payable on or before the date set forth on the bill; and

(2) That if any bill is not paid by or before that date, ~~a second bill will be mailed~~ a text or email notification containing a cutoff notice that if the bill is not paid within ten days ~~of the mailing of the second bill~~, service will be discontinued for nonpayment; and

(3) That any customer disputing the correctness of his bill shall have a right to a hearing at which time he may be represented in person and by counsel or any other person of his choosing and may present orally or in writing his complaint and contentions to the city official in charge of utility billing. This official shall be authorized to order that the customer's service not be discontinued and shall have the authority to make a final determination of the customer's complaint.

(B) Requests for delays or waiver of payment will not be entertained; only questions of proper and correct billing will be considered. In the absence of payment of the bill rendered or resort to the hearing procedure provided herein, service will be discontinued at the time specified.

(C) When it becomes necessary for the city to discontinue utility service to a customer for nonpayment of bills, service will be reinstated only after all bills for service then due have been paid and any deposit required has been made.