

Sterling Town Ordinance No. 2025-03(07/15)

Title: Water Service Termination and Reconnection Fee Ordinance

Section 1: Purpose

To establish a uniform policy and fee structure for the termination and reconnection of municipal water service due to nonpayment, and to ensure due process is provided in accordance with Utah law.

Section 2: Authority

This ordinance supplements existing utility policies and is adopted under the authority of Utah Code § 10-8-84 and Utah Admin. Code R746-200-7, which authorize municipalities to manage utility billing, enforce collections, and regulate service disconnections.

Section 3: Delinquent Accounts

- A. An account is considered past due if unpaid 60 calendar days after the billing due date.
- B. An account is considered delinquent and subject to disconnection 90 calendar days after the billing due date.
- C. Any account with an outstanding balance of \$125 or more, regardless of recent partial payments, may be deemed delinquent and subject to the disconnection procedures outlined in this ordinance. This provision is intended to address cases where customers make minimal payments that fail to reduce the overall balance due.

Note: This clause ensures fairness in the billing process by preventing the accumulation of rolling unpaid balances. It is not intended to penalize customers who are making good faith efforts under approved payment arrangements.

Section 4: Required Notification Process

a. 60-Day Courtesy Notice (Discretionary)

At 60 days past due, the Town may issue a written courtesy notice stating the past-due amount, steps for resolution, and a warning of possible disconnection.

b. 10-Day Shut-Off Notice (Mandatory)

At 80 days past due, if the balance remains unpaid and no payment arrangement has been made, the Town shall issue written notice no fewer than 10 calendar days before disconnection, including: the total amount due, disconnection date, payment plan options, contact information, and appeal rights.

c. 48-Hour Final Notice (Mandatory)

At least 48 hours before disconnection, the Town shall deliver or post a final notice that

includes the shut-off date and \$50 reconnection fee.

d. 24-Hour Final Attempt at Contact (Mandatory)

Within 24 hours before shut-off, the Town shall attempt personal contact by phone or in person to provide a final warning.

Section 5: Reconnection Policy

A. Reconnection will not occur until:

- The full delinquent balance is paid;
- A \$50 shut-off/reconnect fee is paid;
- Any required deposit or agreement is executed.

B. Reconnection will occur as soon as reasonably practical after payment is received.

Section 6: Medical or Hardship Exceptions

Upon written request and supporting documentation, the Town may delay disconnection for up to 30 days due to documented illness, disability, or financial hardship. No more than two such extensions may be granted per calendar year.

Section 7: Effective Date

This ordinance shall take effect immediately upon adoption and posting as required under Utah Code § 10-3-711.



Mayor's Signature



Date



Clerk/Recorder Signature



Date