

POLICY ON WATER DISCONNECTS

Failure to Pay for Service

Adopted by the Monona City Council on July 2, 2012

EFFECTIVE MARCH 15, 2013

The purpose of this policy is to establish guidelines which are to be followed in a uniform manner, exercised consistently, and in accordance with the rules of the Wisconsin Administrative Code, Chapter PSC 185.

Payments are due twenty (20) calendar days from the date of billing. For example, a billing issued on September 30 is due on October 20.

After ten (10) days past the due date, the following shall occur:

Section A - Written Disconnection Notices

1. A written notice, requiring a response within 10 days, is sent to the resident or landlord/tenant of the delinquency and payment plan options. (The City will attempt to collect 50% of the outstanding amount immediately and set up installments to result in full payment prior to the next billing.)

Section B – Verbal Notices

1. Upon ten (10) days without a response to A-1 above, phone contact will be attempted with the resident or landlord/tenant to follow-up on the above mentioned written notice. Inability to contact, or a failure to respond within this period, will advance the collection into an immediate phase of “Disconnection” and a letter will be mailed to the party(s) so advising. (The City will attempt to collect 50% of the outstanding amount immediately and set up installments to result in full payment prior to the next billing.)
2. Any default of an installment payment agreement on the part of the “customer” or responsible party(s) will advance any delinquent balance into the “Disconnection” phase. (A default may also provide a basis for the City to not offer a deferred payment plan to the defaulting party in the future).

Section C – Disconnection

1. The utility billing clerk shall provide the Department of Public Works (DPW) a listing of “disconnects” to be addressed on a timely basis.
2. DPW will alert the Police Department in advance of disconnections so that they may assist, as necessary.
3. DPW staff will not enter into further negotiations with a resident, tenant, or landlord on the payment of any amount, nor shall DPW collect any monies in full or partial

settlement of a delinquent account. Matters of this nature will be referred to the utility billing clerk or finance director.

4. Once on the scene to exercise a disconnection function, DPW shall proceed as planned, unless they are provided proof of a valid, up-to-date payment plan agreement. DPW staff will confirm this with the utility billing clerk or the finance director through the most appropriate manner of communication available at the time prior to taking any action.
5. Disconnections will take place on Tuesdays or Wednesdays of the scheduled week. No disconnections will be made from December 15 to March 15.

Section D – Reconnection

1. Once a disconnection takes place, the resident or current tenant must pay the appropriate fee in order to be reconnected (100% of outstanding charges plus a reconnection fee of \$30 prior to 3:30 pm and \$45 after 3:30 pm). Requests for reconnection that cannot be met by 5:00 pm will be addressed the next business day, as the City Hall Administrative section will be closed.

Note: when service is disconnected, a utility staff person will be on standby until 5:00 pm on the day of disconnection to reconnect the service provided the applicable charges and reconnection fee are paid. After the initial disconnection day, however, no overtime will be allotted, and all service reconnects will have to be requested prior to 3:00 pm, as the DPW workday ends at 3:30 pm.

Section E – Continued Occupancy During a Disconnection Period

1. Should the City of Monona be made aware that a disconnected residence remains occupied for a period of three (3) days, the matter will be referred to the Building Inspector/Code Enforcement Officer. Should the Building Inspector/Code Enforcement Officer determine that the residence is uninhabitable because it has no water and sewer service, the residence may be placarded which will involve restrictive use for occupancy until the delinquency is resolved.

City of Monona
Building Inspector/Code Enforcement Officer
222-2525

2. The landlord is ultimately responsible for his/her rental units. Every effort is made by the City to collect from the tenant and keep the landlord informed of action being taken. Landlords are encouraged to protect their own interests in a manner they see fit for each situation. It is not the City's responsibility to dictate to landlords how they should deal with their tenants.

3. A tenant with a balance due who is vacating a premise will not be allowed utility services at another premise until the prior bill is paid in full. A balance from one residence will not be allowed to be carried over to the next.
4. Requests from landlord, realtor etc. to have the placard removed will not be honored until the respective outstanding bill is paid in full.
5. With all of the above efforts, the City's preference is to work with customers who are having difficulty making payments, out of respect for their various situations. However, the City shall proceed with serving the best interests of the Utilities and their customers.

Section F – New Connections

1. An existing resident who will be vacating the premises must notify City Hall to request a meter reading for the day of moving and provide a forwarding address and telephone contact number. An existing resident may not make any arrangement for a new incoming resident to change the name on the account.