

**ORDINANCE NO. 2010-11**

**ORDINANCE OF THE CITY OF RIESEL, TEXAS ESTABLISHING A CUT-OFF EXTENSION POLICY FOR WATER AND/OR SEWER SERVICE; PROVIDING FOR A FEE; AND ESTABLISHING AN EFFECTIVE DATE**

WHEREAS, it has come to the attention of the City Council that some water and sewer customers who otherwise have a good payment history may experience problems from time-to-time in timely paying their monthly water and sewer bill due to unforeseen expenses or the timing of paychecks. The cost to re-connect after cut-off can add to the financial difficulties experienced by the customer, and

WHEREAS, the Council desires to create a mechanism whereby eligible customers faced with such circumstances may keep their water and sewer service by being granted an extension of time to pay in return for an extension fee.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF RIESEL, TEXAS THAT:

1. Definitions:

“Cut-off Date”-the date by which the customer has been notified that water and/or sewer service will be terminated to their property unless payment is received.

“Eligible Customer”-a customer not currently in behind on any monthly water/sewer bill other than the month for which extension is sought; who has not stated or evidenced an intention to move from the address within the following month; who has not had their water/sewer service cut-off during the previous six (6) months; and who has not requested more than two extensions previously.

2. The Cut-off Date on a monthly bill for an Eligible Customer may be extended for up to a maximum of five (5) business days if the Eligible Customer applies for the extension in writing at City Hall and pays the extension fee prior to the Cut-off Date. The extension period is only for the period for which the customer has applied and paid the fee. If the bill has not been paid by the expiration of the extension, service will be terminated.

3. The extension fee is \$5.00 for each day of extension requested which must be paid at the time that the application is submitted.

4. This policy shall take effect for the 11/30 billing cycle.

PASSED this 9<sup>th</sup> day of November, 2010.

  
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Dave Ross, Mayor

  
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Beth Nolan, City Secretary