

# **City of Kindred Utility Billing Policy**

## **NEW CUSTOMERS: UTILITY SERVICE DEPOSIT**

- New customers must pay a utility service deposit in the amount of \$100.00 for utility services.
  - Failure to pay the deposit within 15 days of occupancy will result in water service being disconnected. Disconnect/connect fees will apply.
  - The deposit will be kept on account for a period of 12 billing cycles. Provided the customer's account has remained in good standing during this period, the deposit will be refunded by check or credited to the customer's account.
  - If the customer relocates outside of Kindred city limits within 12 months, the deposit shall be returned or applied to the final billing provided the account is current and the customer so requests.
  - Rental property utility service deposits will be retained and returned only when notice of move-out is received from the customer, confirmed by the landlord, final billing has been paid, and the customer so requests.

<b>TOTAL UPFRONT COST TO NEW CUSTOMERS: \$100.00</b>
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## **PAYMENT POLICY**

- Water meters are read around the 10<sup>th</sup> of each month and monthly bills are mailed around the 25<sup>th</sup> of each month for that month's services.
- **Payment is due on or before the 15<sup>th</sup> of each month.** If the 15<sup>th</sup> falls on a Friday, weekend, or holiday, **late fees** will be assessed the following business day at a rate of 10% on the outstanding balance on the account. For your convenience, there is a payment drop box to the left of the City Hall main entrance door. **Online Bill & Pay and ACH Auto Pay by Bank Draft are also available.**
- Any account 30 days past due will receive a past due notice that will include a date of service disconnection if payment is not received by the date indicated. At 60 days past due, service will be disconnected. Disconnect/connect fees will apply.
  - The account must be paid in full, including all fees, before service will be restored. In the event your service cannot be shut off, applicable fees will still be charged.
  - A new deposit or additional deposit (**minimum \$100.00**) will be required for customers that have past due balances any 6 months out of a 12-month period.
  - If service is disconnected, garbage service will be discontinued as well.
  - Rental properties: Copies of past due or disconnect notices will be mailed to landlord and/or property owner.

### **Monthly Billing Rates for Residential Service**

\$28.23	Base Service Rate *Standard 5/8" meter (request larger meter rates)
\$6.61/1000 gallons	Water Usage Rate (starting at 0 gallons)
\$5.31	Sewer Service Rate (includes first 2000 gallons)
\$0.31/1000 gallons	Sewer Usage Rate – based on metered water use, charges begin at 2001 gallons
\$19.00 and up	Garbage Rates ~ \$19.00/mo for 64-gal tote, includes one recycling tote ~ \$19.44/mo for 96-gal tote, includes one recycling tote ~ \$11.08/mo for additional garbage tote, any size ~ \$1.80/mo for additional recycling tote, any size
\$1.20	Compost/Forestry Fund
\$2.00	Reserve/Equipment Fund
\$5.00	Pool Operations

## **Additional Fees & Notes:**

- Disconnect Fee: \$20.00 (for non-payment on account or for personal request).
  - Property owner must complete a **Water Shut Off Request Form** to have water turned off at the curb stop.
  - Having the curb stop shut off will not prevent being billed for services. Minimum base charges and fees will still apply to vacant properties (ex: snowbirds, unoccupied rentals, etc.).
- Reconnect Fee: \$50.00 - During business hours (M-F 8:30am-3:30pm); \$100.00 - After business hours or weekends, based on availability.
- **Return check fees (for any reason) are \$25.00 per occurrence.**
- Final bills must be paid within 15 days of account being closed.

## **NEW CONSTRUCTION - paid by the contractor at the same time building permit is granted**

- New construction will require the following hookup fees for new city services:
  - **\$475.00** for new water service
  - **\$400.00** for new sewer service.
- Developer must hire a Licensed Sewer & Water Contractor to install water and sewer lines.
- The licensed contractor must also furnish the city hall office with final mappings of all lines and fixtures to the structure.
- All water meters must be furnished and tested by the City of Kindred.
- **Equipment Fee of \$250.00 will be billed to the first occupant of the property for the cost of a radio-read water meter.**
- Water curb stops shall be installed as per Kindred Standard Specifications for Construction.

<b>TOTAL COST OF NEW CONSTRUCTION HOME/BUSINESS SERVICES (PER PHYSICAL ADDRESS): \$875.00</b>
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**REPAIRS & RESPONSIBILITIES**

**CITY RESPONSIBILITY**

**WATER ISSUES:**

- The City will read all meters every month.
- All repairs and maintenance on the city side of the water stop.
- Checking valves for working order.
- Locating and mapping all water stops that are not current, if and where possible.
- Any damages incurred by city employees, on either side of curb stop. All areas disturbed shall be repaired to original or better condition.
- Stocking and installing meters that fail to work properly without any negligence involved (short in wires, buildup in meters, etc.).

**SEWER ISSUES:**

- Repairs and maintenance on all lift stations, manholes, storm sewers and lagoons.
- Repairs and maintenance on all main lines for sewers and storm sewers.
- Any service billing that may occur due to failure of main lines.

**CUSTOMER RESPONSIBILITY**

**WATER ISSUES:**

- Installation of water curb stops and lines to home or structure.
- All repairs from (and including surface cap, standpipe, submerged shut-off valve) water curb stop to home and inside home for water lines.
- Any damages incurred by customer on either side of curb stop. All areas disturbed shall be repaired to original or better condition.
- A licensed water and sewer contractor must do any repairs or installation of water and sewer lines.
- Any new installation shall require the customer (or licensed contractor hired) to map all lines and fixtures installed from water stop to home and given to the city auditor for future reference and records.
- Costs of water meters and readers replaced due to customer negligence (freeze up, pet damage, tampering, etc.).

**SEWER ISSUES:**

- Service billing that occurs due to customer negligence.
- Any damages occurred to any home, basement or personal property that may be caused by foreign objects in the main lines or lift stations that would cause sewer back up. The damages that may occur to the main lines or lift stations, due to foreign objects, are the city's responsibility.
- All repairs from sewer main to home.

Any previous policies concerning any and all of the above issues that may have existed, been approved or discussed shall be null and void as of March 4, 2020.

**In order to initiate service, please complete the form below, then sign/date and return to City Hall along with your deposit of \$100.00. (If water is currently on, it will be shut off if the deposit is not received within 15 days.)**

Full name(s) on Account	Service Address
Phone Number(s)	Mailing Address (if different than service address)
Email address	Alt. Email address
Date to begin services	Emergency Contact

**Please circle your choices:**    **Billing:**    PRINTED BILL MAILED    or    EMAIL BILLING

**City Resident Email Notifications:**    YES    or    NO (water restrictions, utility issues, garbage delays, events, newsletters, etc)

I certify that I am the owner/tenant of the property identified above and hereby request water/sewer/garbage services from the City of Kindred. I understand that, by applying for said services from the City of Kindred, I am consenting to all the rules, regulations, and rates established by resolution or ordinance of the City and to any modification thereof.

Signature(s)	Date
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