



September 14, 2018

CITY OF ABERDEEN
Department of Public Works
Water Turn-off and Turn-on Policy and Procedures

Purpose

This policy defines the Department of Public Works procedure to turn off and restore water service as a result of non-payment. This policy and procedures replaces and supersedes the prior policy and procedures on this subject matter dated October 15, 2015.

Background

The City collects fees for over 5,000 businesses and residential customers for water and sewer usage. Prompt payment is integral to the City's success in meeting its financial commitments. Customers that do not pay their bills within a specified period (see below) will have their water turned off until payment is made. If a customer experiences financial difficulty, the Finance Department may work out accommodations for those customers. However, ultimately the decision of the City may necessitate suspension of services until payment is made.

Procedures

The procedures below define the process that Public Works staff will follow in suspending a customer for non-payment of water-sewer services after notification from the City's Finance Department.

Event	Day	Action
Bill	Customers billed on the 1st day of the month following the previous quarterly (residential) or monthly (business) usage.	Finance mails invoice to customers.
Due	Bills are due on 30/31st day of month that bills are sent. If the 30/31st day falls on a weekend, the bill is due the next business day.	Finance assesses a late fee if payment is not received by 5:00 pm on the due date.
Late	Second Tuesday following Due Date	Finance must receive FULL payment including any penalties by this date in order for water service to remain without disruption.

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Cut-Off	Second Wednesday following Due Date	DPW Staff will proceed to shutoff water service at 7:00 am. Crews will complete shut-off list in its entirety with no exceptions. DPW staff will work until 5:00 pm.
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Restore Service	Second Wednesday following Due Date	DPW Staff will report to Finance after all specified shut off service is complete. DPW Staff will obtain a list of customers that made full payment to restoring water service. <i>Payment must be made to finance no later than noon in order to guarantee restoration by close of business (5:00 pm.)</i>
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Restore Service	Second Thursday following Due Date	DPW staff will continue to restore accounts that have made payment until 5 pm. <i>Payment must be made to finance no later than noon in order to guarantee restoration by close of business (5:00 pm).</i>
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Note: DPW staff will be available from 7:00 am – 5:00 pm on second Wednesday and Thursday following the due date to support this policy.

All service restoration requests from the Finance Department will be prioritized and addressed within the remaining work day of the DPW Staff. Full service restoration is expected by the close of the next business day unless delayed by an emergency situation, such as snow, ice, or other severe weather event.

Any customer, who desires water service restoration outside of normal DPW Shop hours as a result of the City imposing Cut-off actions for non-payment, will be accommodated by a service call. The Finance Department will charge the customer a “Service call out” flat rate of \$95 as specified by the City Codes.



Kyle E. Torster, P.E.
Director of Public Works

Cc: Finance Department