



## CITY OF EVERMAN

### Policy 2.1 - Water Customer Service Policy

**Effective Date:** 10/01/2020

**Approved:** C. W. Spencer; City Manager

Water bills are mailed from City Hall on the last day of the month, and are due the 15<sup>th</sup> of the month. If you fail to receive a bill by the 5<sup>th</sup> of the month, contact City Hall at (817) 293-0525, and we can give you the amount due on your bill.

You will have a minimum bill on all services provided by the City of Everman regardless of usage.

**\*\*No delinquent notices or duplicate bills are issued.**

The City of Everman also offers Automatic Bank Draft which will come out of your account the 15<sup>th</sup> of the month. To sign up for Automatic Bank Draft, please come to Everman City Hall and fill out the necessary form and bring a voided blank check. If you have any questions regarding Automatic Bank Draft, please call 817-293-0525.

**\*\*Bills are due upon receipt or not later than the 15<sup>th</sup> of the month to avoid penalty fees.**

All unpaid balances will receive a 10% penalty after the 15<sup>th</sup> of each month and are subject to disconnection of services on the 25<sup>th</sup> of the month.

**\*\*A \$50.00 service charge will be added, NO EXCEPTIONS!**

**Cut off amount is \$90.00 and over.  
Extensions will not be processed on a cut-off day.**

If your balance is over \$200 you will need to pay at least 50% of your total amount due in order to request an extension.

Extensions must be requested before the 25<sup>th</sup> of the month and will be granted until the 3<sup>rd</sup> day of the month with a \$50 extension fee if your balance is over \$100.00. The extension fee can be waived if you pay the required amount to keep the balance under \$100.00.

**\*\*Extensions will not be processed on the cut-off day.**

**If the service has not been restored by 5:00 pm on the day of disconnection, service can only be restored the following work day at 8:00 am and the total amount of bill must be paid in full.**

**\*\*WATER SUPPLY TAMPERING-Code of Ordinances-Section 20-199 (#10), It is unlawful to remove, change, interfere with, or tamper with any water meter.**

When a customer moves and the final reading is taken and the water is turned off, the utility deposit is deducted from the final bill and a final bill is sent to the customer on the last day of the month, or if a refund is due, a refund check is mailed. The customer putting up the deposit is responsible for any bill for water service at the address until he or she contacts the water department and requests that the account be closed.

When you receive your bill, and you have a question about it, please call City Hall before the 10<sup>th</sup> of the month. If you call by that date, we will be happy to have your meter re-read and provide you with a reading log.

We hope this letter of our policies will prove helpful to you. If you have any questions, please call City Hall between 8 am to 5 p.m. Monday-Friday.



## **New Service Accounts**

- New service accounts are between 8 am to 4 pm Monday – Friday  
(Excluding Holidays)
- Accounts set up between 8 am to 10 am will be set up for same-day inspection.
- New service accounts set up after 10:00 AM will be scheduled for the following business day, between 1-4 PM.

For new connections, you must provide the following.

- \$150.00 Deposit for Renters
- \$75.00 Deposit for Owners
- \$140 Deposit for Landlords/Management companies (includes inspection fee)
- \$200 Deposit for Commercial accounts.
- \$1500 Deposit for Hydrant Meter
- \$50 Service charge + usage
- Driver's License or ID
- Rental or Closing Contract
- Set Certificate of Occupancy Inspection
- Rental registration fee of \$20.00
- All management companies and landlords must be registered with the City of Everman. A certificate of Occupancy must pass in order for new tenants to move in.  
(Ord. 717 Sec. 4-534. - Registration is required for residential rental property.)

## **NSF CHECKS**

All NSF checks will be charged a service charge, and the price to be adjusted periodically to reflect the bank's charge. All NSF checks are to be paid for with cash or money order, no checks will be accepted for a payment of an NSF. Once the City gets the NSF check back, it will not be re-sent to the bank. The bank presents the check two (2) times before returning it to the city. If a customer gives the City an NSF check two (2) times in a one (1) year period, then that customer forfeits the right to write checks for a one (1) year period, ending a year after the date of the second NSF check given.

Customers that have given an NSF check will be notified of such and given three (3) working days to pay for the NSF checks and the service charge. If on the fourth (4) working day, the NSF check has not been paid for, the water will be cut off and an additional service charge will be added to the account.



## **Water Bill Delinquency Policy-Final Out Procedure**

**Effective August 2014**

Subsequent to the termination of Water Services, a resident has one calendar month from the date of water cut-off to bring the bill current. If the resident fails to bring the bill current the account will be closed, the deposit will be applied to the balance and the balance will remain on the accounting system subject to collection.

If the resident continues to occupy the residence after the water cut-off, Code Enforcement will be notified. The code calls for the notification of the resident (and the landlord if applicable) that occupying a residence without water service is a Code Violation. Ten days after notification, if the residence is still occupied, the resident will be ticketed, as will the landlord, if applicable.

To resume water service for the previous account holder the delinquent balance must be paid and a new account must be set up. The required deposit on the New Account may be increased at the discretion of City Management.

\_\_\_\_\_ I have read the terms and conditions of the Water Bill Delinquency Policy.

C. W. Spencer  
City Manager