

ORDINANCE NO. 2022-03.01

AMENDMENT ESTABLISHING UTILITY APPLICATION AND DEPOSIT FOR TOWN OF REYNOLDS CUSTOMERS

WHEREAS, the Town of Reynolds has the responsibility to its utilities' ratepayers of maintaining the lowest possible rates and charges, and

WHEREAS, associated with said responsibility is the minimizing of bad debt, and

WHEREAS, the Reynolds Town Council desires to establish a policy regarding the application for utility services and for customer deposits,

NOW, THEREFORE BE IT HEREBY ORDAINED by the Town Council of the Town of Reynolds, Indiana as follows:

SECTION 1: New or moving customers applying for utility service shall do so in person at the Clerk-Treasurer's office and shall put down a cash deposit before any utility service will be rendered.

When submitting the "Application for Utility Service", the applicant will be asked for proof of identification (State Issued Identification). This is necessary to aid in the collection process, if necessary, and to eliminate possible falsification of whom is living at the service address. The Clerk-Treasurer will make a copy of the proof document and attach it to the application form.

If the applicant is renting, the "Property Owner" shall sign the "Landlord Certification" section of the application. The Clerk-Treasurer will sign the application which acknowledges receipt of the completed application and compliance with the policy as stated herein. A copy will then be mailed to the Property Owner advising that his tenant has applied for utility service, and that the Property Owner shall be liable for any unpaid and delinquent sewer service to the property, and that sewer liens may also be levied upon the property.

After reviewing the application for completeness, the Clerk-Treasurer will determine the deposit requirement, and review computer and/or other records to verify that the applicant has no previous history of being past due and for any previous account balances that may still be due.

Upon payment of any required cash deposit, a receipt will be issued to the applicant.

SECTION 2:

Utility deposits are hereby established as follows: Water and Sewer deposit = \$250.00

SECTION 3:

When a previously terminated account (owner-occupied or renter) returns to establish a new account, and delinquent utility bills owned by said previously terminated account applicant, including amounts written off as bad debt, must be reimbursed before a new account will be permitted.

If an active account (owner-occupied or renter) continually becomes or remains past due (determined by more than two (2) penalty charges against the account), or service has been disconnected due to non-payment, a deposit equal to double the schedule established above may be required for continuation or reestablishment of service.

SECTION 4:

If an account is disconnected because of non-payment, the deposit may be used to pay all existing charges. Upon re-establishing service, a new deposit is required, the payment of reconnect fees and the payment of any charges not covered by the deposit shall be paid in full before services will be restored.

SECTION 5:

A check returned for insufficient funds shall result in a charge of \$35.00 to the account owner. After having a check returned for insufficient funds two (2) times, any future payment for the utilities will only be accepted in the form of cash, money order or certified/cashier's check.

SECTION 6:

Reconnect fees are \$75.00.

SECTION 7:

Appropriate adjustments may be made to the Owner/Occupant for billing errors and/or water leaks if deemed the responsibility of the Town of Reynolds. It is the responsibility of the Owner/Occupant to immediately notify the Clerk-Treasurer's office of any such errors and/or leaks. If it is determined that a high bill is due to a water leak of the Owner/Occupant, said Owner/Occupant must submit a claim with ServLine if such coverage is available to said Owner/Occupant.

SECTION 8:

Cash deposits will be applied to the customer's final bill after which the balance, if any, will be refunded. Any balance due after application of the deposit shall be due and payable on or before the date specified on the final bill.

All Ordinances, or any parts thereof, previously enacted which are in conflict with the provision of this Ordinance are hereby specifically repealed.

Upon being read twice at the public town council meetings, motion duly made, seconded, and passed by unanimous vote, it was moved that this Ordinance be considered for final passage upon its publication.

Upon motion duly made and seconded, the foregoing Ordinance was adopted this 10th day of January, 2024, by the Reynolds Town Council, Reynolds, Indiana, by a vote of 4 yeases and 0 no's as follows:

Allison Loy, Council President

Megan Copas
Megan Copas, Council Vice President

Sidney Holderly
Sidney Holderly, Council Member

Jereld Robertson
Jereld Robertson, Council Member

Veronica Favala
Veronica Favala, Council Member

ATTEST:

Pamela Cochran
Pamela Cochran, Clerk-Treasurer

