

Village of Norris City RESOLUTION R-25-01

RESOLUTION ESTABLISHING A POLICY FOR TERMINATION AND RECONNECTION OF A UTILITY SERVICE & WATER LEAKS

WHEREAS, the Village of Norris City receives requests for discontinuing utility services; and

WHEREAS, on occasion the Village of Norris City is forced to terminate a utility service to customers due to lack of payment; and

WHEREAS, there is a cost to the Village of Norris City to have staff terminate and reconnect a utility service; and

WHEREAS, there is a cost to discontinue and/or resume services; and

LET IT BE RESOLVED, by the Village of Norris City Board of Trustees, that the following policies be adopted concerning termination and reconnection of a utility service.

I. WATER SERVICE

A. Water Disconnect/Water Shutoff A water service disconnect/shutoff will be done, at the request of the owner or by the Village of Norris City if payment is not properly made. There will be no fee if the disconnect/shutoff is made during the business hours of 8:00 a.m. to 3:30 p.m. If the request is made after 3:30 p.m. during the week, or on the weekend, or on a holiday, a \$150.00 disconnect/shutoff fee will need to be paid for in full for each service, or the customer will have to wait until the next business day for the disconnect/shutoff to be done.

B. Water Reconnect Due To Lack of Payment on Account If a water service reconnect needs to be done due to a lack of payment on account (no payment made in 60 days) , the past due amount must first be paid in full prior to re-establishing service and a fee of \$100.00, if reconnect is during business hours of 8:00 am to 3:30 pm. If the reconnect is to be done after 3:30 p.m. during the week, or on the weekend, or on a holiday, a \$150.00 reconnect fee will need to be paid in full for each service, or the customer will have to wait until the next business day for the reconnect to be done and pay the appropriate fee.

C. Continuation of Charges If the water service is not disconnected/shutoff, but the property is vacant, all charges will continue to be billed. If the owner does not request a water service disconnect/shut off, the charges will continue to be billed.

II. GAS SERVICE

A. Gas Disconnect/Termination A gas service disconnect/termination will be done at the request of the owner or by the Village of Norris City if payment is not properly made. There will

be no fee if the disconnect/termination is during the business hours of 8:00 a.m. and 3:30 p.m. If the request is made after 3:30 p.m. during the week, or on the weekend, or on a holiday, a \$150.00 disconnect/termination fee will be paid in full for each service, or the customer will have to wait until the next business day for the disconnect/termination to be done.

B. Gas Reconnect Due To Lack of Payment on the Account If a gas service reconnect needs to be done due to a lack of payment on account (no payment made in 60 days), the past due amount must first be paid in full prior to re-establishing service. An additional prepaid reconnect fee of \$100.00 is required, if reconnect is during business hours of 8:00 am to 3:30 pm. If the reconnect/turn-on is to be done after 3:30 p.m. during the week, or on the weekend, or on a holiday, a \$150.00 reconnect fee will be need to be paid in full for each service, or the customer will have to wait until the next business day for the reconnect to be done and pay the appropriate fee.

C. Continuation of Charges If the gas service is not disconnected/shutoff, but the property is vacant, all charges will continue to be billed. If the owner does not request a gas service disconnect/shut off, the charges will continue to be billed.

III. RENTAL PROPERTY

A. Final Readings An owner can request a water disconnect/shutoff or an gas disconnect/termination of service for rental property, however, a renter shall notify the Village of Norris City when leaving rental property. If a disagreement arises between the owner and renter concerning the final reading date, the owner shall be responsible for the disputed time period.

III. WATER LEAKS

To be eligible for a water leak repair bill adjustment, you must contact the Village of Norris City office within 60 days of your leak repair. You will be asked to provide: A copy of the repair receipt or paid in full invoice, the property address where the repair took place and the date and description of the repair

If eligible, the current billing period affected by the leak may receive an adjustment equal to 50 percent of the difference above the average water use. (This is determined by using the three-month usage prior to the leak or prior years' relevant use for seasonality.) The adjustment is applied as a credit to your account. Upon receiving the adjustment, the account is ineligible for another water leak repair bill adjustment for the next 12 months.

IV. COLD WEATHER

Gas service may not be terminated on any day when the official Weather Bureau forecast is for a temperature below **thirty-two Fahrenheit (32° F)** for the next **twenty-four (24) hours**. Neither may the service be shut-off the day before a holiday or weekend when the official forecast calls for a temperature below **thirty-two Fahrenheit (32° F)**.

ADOPTED by the Board of Trustees of the Village of Norris City this 5th day of may, 2025.

Brenda J. Crouch

MUNICIPAL CLERK

APPROVED by the Village Board of the Village of Norris City this 5th day of may, 2025.

ATTEST _____

MUNICIPAL CLERK

Alvin Paul

MAYOR