

# **The City of El Reno Utility Billing Delinquent Account Policy**

*Sanctioned by El Reno Code §334-13 Authority to discontinue water service, §334-22 Discontinuing service for failure to pay, §334-65 Authority to disconnect service and §334-10 Authority to turn water on or off.*

## **DELINQUENT NOTICES:**

The City of El Reno turns off water service only after notifying the customer of the delinquent bill, and of the eligibility for shutoff sometime after the 20<sup>th</sup> of the month. Notifications are made to the account holder on or after the 16<sup>th</sup> of the month. Commercial properties, multiple-unit properties, and government properties are all subject to shutoffs, as well as residential properties, for customers in the City of El Reno. Turning off water service is a last effort to recover money owed by all customers, large and small.

Stopping water service also prevents delinquencies from becoming unmanageable and keeps City properties from becoming subject to condemnation through the City of El Reno Code Enforcement Department.

Customers of the City of El Reno water department who have delinquent accounts are strongly encouraged to restore their accounts to good standing by the 20<sup>th</sup> of the month, especially if the account is two billing cycles past due with a previous delinquent history.

## **ASSISTANCE:**

The City of El Reno offers assistance for eligible individuals and families in the City who may struggle to pay their water bills. City customers should contact Customer Support and Services at (405) 262-4070 for details on these arrangements. Customers with an account under review – whether for a pending adjustment, meter inspection, informal conference, or similar reason – will not be subject to shutoff though they may receive a reminder notice.

If customers cannot bring their accounts into good standing, they should contact the Customer Support and Services of the City of El Reno at (405) 262-4070 to seek an account review or inquire about a payment agreement before the 20<sup>th</sup> of each month.

**If a payment agreement is not met and water is disconnected, same day reconnection is not guaranteed. In most cases, it will be the following business day before water service is restored.**

## **TURNOFFS:**

Delinquent accounts may be subject to turn off. The City of El Reno conducts turnoffs from 8:00am - 3:00pm. Monday through Thursday, and have already notified the delinquent customers at least six (6) days before the scheduled turn off day.

Once the delinquent list has been given to the Public Works Department, it is then too late to make a payment arrangement. If a payment is being processed as the delinquent listing goes out a Processing Fee will still be applied to the account.

Customers will have their water service restored within 24-hours of payment during regular business hours Monday – Thursday at which time a service order will be submitted to the Public Works Department. The service orders are generated in 4 hour blocks. These time frames are as follows:

- A. Payments received before 12:00(noon), same day service between 1:00pm and 4:00pm.**
- B. Payment received after 12:00(noon), following business day service before 12:00(noon).**

**AFTER-HOURS:**

Should a citizen make a call to the after-hours line and a Public Works employee restores the service then an after-hours fee will be applied to the account.

**TAMPERING:**

If an address has been turned off for nonpayment, a meter read will be recorded on the delinquent listing. Once payment has been made to restore service, should the City of El Reno find the water turned back on illegally OR a higher consumption reading, then a tampering fee will be applied to the account.

**FEE SCHEDULE:**

|                 |          |
|-----------------|----------|
| Processing Fee  | \$40.00  |
| After-Hours Fee | \$50.00  |
| Tampering Fee   | \$300.00 |

***It is the customer's responsibility to maintain a good standing account with the City of El Reno.***