

City of Rutland

WATER & SEWER SERVICE POLICY

January 1, 2024

NEW CUSTOMERS HOOK-UP FEE and DEPOSIT

- New customers must pay a hook-up fee of \$25.00.
 - Homeowners may be required to purchase/upgrade reader to drive-by if access to the reader is blocked due to fencing, location of reader or large dogs that could pose a safety risk for meter reader.

PAYMENT POLICY

- Water usage is read on or around the 24th of each month (may change due to holidays). Water bills are mailed on or around the 28th of each month for services utilized the previous month. Payment is due on or before the 15th of the following month. A \$10.00 late fee will be assessed on any outstanding amounts. Return check fees are \$25.00 per NSF check.
- Any customer with a water bill balance not paid after 2 billing cycle due dates will be subject to disconnect. If payment, or arrangements are not made, the City will post notice on the door. The customer will then have five business days to pay the *bill in full* or water will be shut off. A \$10 collection fee will be billed to the customer's account. Water will not be turned back on until past due and current billing as well as collection fee of \$10.00 and reconnection fee are paid.
- **Disconnection/Reconnect fees:** \$25.00 during business hours. \$50.00 after hours *plus* \$150.00 deposit to be held for one year (to be refunded if there are no delinquencies during the one-year period). Any delinquency will result in the forfeit of the deposit which will NOT be applied to the balance due. The customer will still be held liable for the full amount of delinquency.

MINIMUM Monthly Billing Example for *Residential*

\$24.15	Minimum Water for 3000 gallons (<i>\$5.25 per 1000 gallons over 3,000</i>)
\$ 6.34	Minimum Sewer
\$23.50	Garbage (small, 32 gallon; large, 64 gallon, is \$25.50)
\$15.00	Sewer/Lagoon Surcharge
\$1.00	Municipal Solid Waste (MSW) Landfill site charge
\$1.00	Mosquito Control (<i>five months only during the summer</i>)
\$70.99	MINIMUM Monthly billing

NEW CONSTRUCTION – paid by the new homeowner at the same time a building permit is granted

- New construction will require a **\$250.00** hookup fee for new water/sewer service paid by the new homeowner at the same time a building permit is granted.
 - Owner must hire a Licensed Sewer & Water Contractor to install water and sewer lines.
 - The licensed contractor must also furnish the City Office with final mappings of all lines and fixtures to the structure.
 - All water meters must be furnished by the City of Rutland.
 - Water stops shall be installed at finish grade on all property for easy location.
 - All new meter readers that are installed must be located on the front of either the garage or house. All meter readers must be accessible by the public service worker for repairs (if needed) and monthly readings.

TOTAL COST OF NEW CONSTRUCTION HOME/BUSINESS SERVICES (PER PHYSICAL ADDRESS): \$250.00

REPAIR & RESPONSIBILITIES

CITY RESPONSIBILITY

WATER ISSUES:

- The City will read all meters every month.
- All repairs and maintenance on the city side of the water stop.
- Checking valves for working order.
- Locating and mapping all water stops that are not current, if and where possible.
- Any damages incurred by city employees, on either side of curb stop. All areas disturbed shall be repaired to original or better condition.
- Stocking and installing meters and readers that fail to work properly without any negligence involved (short in wires, buildup in meters, etc.) and replacements for upgrades.
- To relocate any new meter readers installed, on the front of the house or garage or outside any fenced area of a property for accessibility for the public service worker

SEWER ISSUES:

- Repairs and maintenance on all lift stations, manholes, storm sewers and lagoons.
- Repairs and maintenance on all main lines for sewers and storm sewers
- Any service billing that may occur due to failure of main lines.

CUSTOMER RESPONSIBILITY

WATER ISSUES:

- Installation of water stops and lines to home or structure.
- All repairs from water stop (including surface cap, standpipe, submerged shut-off valve) to home and inside home for water lines.
- Any damages incurred by customer on either side of curb stop. All areas disturbed shall be repaired to original or better condition.
- A licensed water and sewer contractor must do any repairs or installation of water and sewer lines.
- Any new installation shall require the customer (or licensed contractor hired) to map all lines and fixtures installed from water stop to home and map shall be given to the city auditor for future reference and records.
- Costs of water meters and readers replaced due to customer negligence (freeze up, pet damage, tampering, etc.).

SEWER ISSUES:

- Service billing that occurs due to customer negligence.
- Any damages occurred to any home, basement or personal property that may be caused by foreign objects in the main lines or lift stations that would cause sewer back up. The damages that may occur to the main lines or lift stations, due to foreign objects, are the city's responsibility.
- All repairs from sewer main to home.

Any previous policies concerning any and all of the above issues that may have existed, been approved or discussed shall be null and void as of January 2024.

Effective: February 15, 2015

Revised with new water rates in 2017 and 2024; new garbage and sewer rates January 2023.