

ORDINANCE NO. 2016-003

ORDINANCE FOR WATER SHUTOFF PROCEDURE

WHEREAS the Town of Culver, Indiana provides water service to its citizens with water rates established by a separate Water Rate Ordinance; and

WHEREAS the Town of Culver Ordinance No. 2014-010 provides for deferred payment charges as well as a schedule of rates and other matters related to water service but that it is the purpose of these provisions to more specifically set out the water shutoff procedure;

NOW, THEREFORE BE IT ORDAINED AND ESTABLISHED BY THE TOWN COUNCIL FOR THE TOWN OF CULVER, INDIANA THAT the following procedure shall be utilized by the Town of Culver and its Water Services Department

1. Water bills are sent out to customers on the last business day of each month.
2. Bills are then due on the 15th of the following month.
3. Penalties are assessed the following business day at noon.
4. Late notices on accounts more than 30 days past due are sent out on the Thursday before the second town council meeting of the month (typically 4th Tuesday of the month). Late notices will also be sent out to any third party designees at this time.
5. Shutoff date is the Wednesday following the last town council meeting of the month, unless the office is closed.
6. If the user disputes the shutoff notice the user has a right to a hearing before the Culver Town Council at the last town council meeting of the month (typically the 4th Tuesday of the month).
7. Payment arrangements are accepted by the Clerk's office and must be made on or prior to shutoff day and before disconnect work orders are distributed for shutoff. These arrangements can be made in person at the office or by telephone. Telephone arrangements must be made through a live agent. Arrangements left on the answering machine will not be accepted. All utility office staff hearing officers have authority to make these arrangements.
 - a. A form is designed for the purpose of making the arrangement with a hearing officer, which can be any of the utility office staff. Form includes:
 - i. Date and time the arrangement is made
 - ii. Customer name and address
 - iii. Reason for the arrangement
 - iv. Date and amount that arrangement will be paid
 - v. Decision of the hearing officer
 - vi. Offer for a copy of the arrangement
 - vii. Verification of information

viii. Signature of hearing officer.


ix. Customer is advised that we do not make second arrangements and that they must keep the arrangement in order to avoid future shutoff.

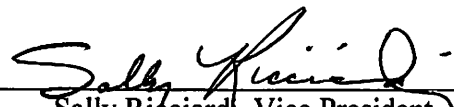
8. Once the disconnect work orders leave the Utility Office the customer will be assessed a \$50 water shut off fee. A separate \$50 charge will also be assessed to turn the water back on and reestablish water service once it has been turned off (as per Town of Culver Ordinance # 2015-008).

9. Water will not be turned back on until the past due bill, \$50 water shut off fee, and \$50 turn on fee are all paid.


ENACTED this 26th day of March, 2016.

**TOWN COUNCIL
TOWN OF CULVER, INDIANA**

By 
Ginny B. Munroe, President

By 
Sally Ricciardi, Vice President

By _____
Dave Beggs, Member

By 
Joel Samuelson, Member

By 
Tammy Shaffer, Member

ATTEST:


Karen Heim, Clerk-Treasurer

WATER PAYMENT ARRANGEMENT

1. Date of Request of Extension _____ Time. _____

2. Name of Petitioner Requesting Extension _____

a. Address of Petitioner _____

3. Location or means by which the hearing took place: Phone _____ In Office _____

4. Reason For Request for Extension (*other*) _____

i. Waiting on check _____

v. On Vacation _____

ii. Forgot to drop off _____

vi. Catching up on Bills _____

iii. Going to see Trustee _____

vii. Not Working _____

iv. Family emergency _____

5. Arrangement date and Amount _____

6. Hearing Officer's Decision/Reason _____

7. Customer understands that they have a right to a hearing if they dispute the bill _____

8. Does the Petitioner want a copy of the Hearing Record? Yes No

9. How would Petitioner like to receive a copy?

Mail _____ Fax# _____

E-mail _____ In Person _____

10. I, _____ (Hearing Officer), do hereby verify that I verbally informed the Petitioner of my decision and verify that the Petitioner understood the decision and that the Customer understands that the office will only make one arrangement per month on their bill.

(*Signature of Hearing Officer*) _____

11. Time the hearing was concluded _____ (a.m.) (p.m.)

**Culver, Indiana Utility Department
Third Party Notification Form**

This Third Party Notification Form is designed to assist customers who are elderly, disabled, shut-in, have an extended illness, or may otherwise need to designate a third party to remind them of overdue utility bills that may result in disconnection of service. This Form may also be used in a landlord/tenant relationship, where the landlord wishes to be notified of a pending disconnection and also wishes to obtain information regarding the possible disconnection of service to the tenant for non-payment, and the tenant agrees to such notification.

By filling out this Form, the undersigned customer authorizes the Town of Culver to send to the designated third party a copy of any disconnection notice that has been sent to the customer. The customer further authorizes the Town of Culver to disclose, upon request of the designated third party, the status of the disconnection, and whether payment has been received. This Third Party Notification Form does not authorize the Town of Culver to send notice in situations where service is shut off at the customer's request.

The undersigned customer understands that by authorizing the Town of Culver to send a notice of disconnection to the designated third party, the customer is not gaining any additional notice rights with regard to disconnection, and that nothing in this Form should be construed to imply any delay or cancellation with regard to the disconnection of utility service, as a result of non-payment for utility service.

I hereby authorize the Town of Culver to provide the account information described above to the third party designated below:

Name of designated third party _____

Relationship of designated third party to customer _____

Address of designated third party _____

City _____ State _____ Zip _____

Customer's name (as it appears on utility bill) _____

Utility Account number _____

Address where service is provided _____

Customer Signature _____ Date _____

I, as the Third Party Designee for the above stated customer, understand that the execution of this Form does not imply any further liability by the Town of Culver beyond the mailing of the "Notice of Disconnection" for such person. I, further understand, that the Town of Culver will provide me with the "Notice of Disconnection" only if the disconnection is the result of non-payment and that this Form does not entitle me to notification if the account holder revokes this Third Party Notification Form. Please NOTE, if your service is transferred to another location, authorization will remain in effect unless terminated by you or your third party designee.

Third Party Designee's Signature _____ Date _____