

Sec. 26-5. Refunds of deposits.

The city shall refund deposits to applicants and customers if one of the following events occurs:

(1) The customer's service has been disconnected.

a. The city shall refund the deposit plus accrued interest less any outstanding balances. Any credit will be transferred to another active account belonging to the customer. However, in absence of another active account, refund may be issued in the form of a check after the due date of the final bill has passed. A transfer of service from one service location to another shall not be deemed a disconnection and the city shall not require an additional deposit unless authorized by section 26-3 or section 26-4 hereof.

(2) When the customer has paid bills and avoided delinquent status for service for twelve (12) consecutive residential billings or twenty-four (24) consecutive commercial billings then the city may without having service disconnected for nonpayment of bills, or meter tampering, and provided the customer is not delinquent in the payment of the current bill. The city shall then, in that event, refund the deposit (plus accrued interest) to the customer in the form of a credit to the customer's account when the following criteria have been met:-

a. customer has maintained or attained an A credit rating at the location;

b. customer is without having service disconnected for nonpayment of bills, or meter tampering;
and

c. customer is not delinquent in the payment of the current bill.

(Ord. No. 94-132, § 1, 7-19-94; Ord. No. 2001-200, § 1, 5-15-01; Ord. No. 2002-316, § 1, 9-17-02; Ord. No. 2010-292, § 2(Exh. A), 11-16-10)

Sec. 26-8. Grounds for discontinuance of service; timing of disconnection of service.

Sec. 26-8(d)

- (d) Utility services may be terminated if payments become delinquent. The city may terminate services at any time upon delinquent status of an account. Once services are terminated, any deposit held by the city will be applied to the delinquent account when the final bill is generated. If the customer wishes to reconnect services, the customer will be required to pay a delinquent service charge or a reconnect charge and ~~the remaining balance of the delinquent amount or at least fifty (50) percent with an agreement to pay the remainder with three (3) consecutive equal monthly installments~~ all outstanding, over-due account balances or they may request a payment arrangement from the customer service department in accordance with section 26-9. The city may refuse service and require payment in full, based on the credit history of the customer. For continued service, the city will require an additional deposit amount as described in section 26-4.

Sec. 26-9. Billing and collection for services.

Sec. 26-9(d)

- (d) *Alternatives to termination of service.* A customer with a past due or delinquent balance may avoid termination of utility service by doing one (1) of the following:
- (1) Paying the total amount due by the specified due date;
 - (2) Requesting a payment arrangement with the utility customer service department. ~~The payment arrangement guidelines will be established by the City Manager and on file in the office of the city secretary. The City Manager may delegate authority of program administration and operational discretion to the Department head of Customer Service. City Council must receive notice of verbiage changes to posted program guidelines prior to implementation~~ The payment arrangement guidelines will be established by the city council and on file in the office of the city secretary.