

City of Cooperstown
UTILITY POLICY EFFECTIVE JUNE 1, 2018

NEW CUSTOMER HOOK-UP FEE AND DEPOSIT

New Customers must pay a Deposit of \$150.00.

Homeowners: Homeowners are required to pay a \$150 deposit for utility services. After 6 months of maintaining the account in good standing, i.e. no late payments or disconnected service, homeowners may receive their deposit back. Failure to keep utility bills current according to the payment policy will result in holding the deposit and possible disconnection of services. If disconnection occurs the reconnection fee is \$150. Failure to pay for services will result in the balance being applied to the homeowner's taxes.

Renters: Renters must pay a deposit of \$150 for utility services. Failure to pay the deposit within 15 days of occupancy will result in water service being disconnected. The deposit will be kept until the renter relocates. When the renter relocates, the deposit will be returned provided the account has been in good standing, i.e. no late payments or disconnected services, once the utilities have been paid in full and notice of move out is confirmed with the owner.

The owner or owners of all real property in the City shall be responsible for the payment of any and all utility service charges regardless of who the occupant or tenant may be. In the event the charges are not paid when due by the occupant or tenant, the owner or owners shall be responsible for such charges. The utility deposit will not be used for payment of any bills that are due.

Total up front cost to Renters and New Homeowners: **\$150.00**

PAYMENT POLICY

Utility Bills are mailed around the 25th of each month for services for the previous month. Payment is due on or before the 10th of each month. Return Check fees (for any reason) are \$25.00 per time.

Accounts will be subject to a late fee of \$10.00 if not paid by the 10th of the month.

Automatic Payment (ACH) of Utility Billing is available. Payments are deducted on or around the 10th of each month. If interested contact City Hall, as law requires a debit authorization form.

Any customer who is 1 day past due on their utility bill will be subject to disconnection from utility services. Customers will be notified via letter and given 10 days to pay the bill in full. If payment is not made within 10 days, utility services will be disconnected, and a \$150 reconnection fee will need to be paid, as well as the balance owed, in order to have service reconnected.

Snow Birds: Garbage fees will not be removed. Water charges will not be removed unless the homeowner requests to have their water shut off at the curb. If water is shut off the homeowner will not be billed for water charges while the water is turned off, however the homeowner will be required to pay a \$150 reconnect fee to have water turned back on.

Vacant homes: Vacant (not lived in) homes will still receive a minimum utility bill each month. If the homeowner would like water to be shut off while the home is vacant, the homeowner will be required to pay a \$150 reconnect fee to have water turned back on. Vacant homes are not charged for garbage while the home is vacant as long as it is vacant for over 30 days.

Repair and Responsibility

City Responsibility

Water Issues:

- All repairs and maintenance on the city side of the curb stop and including the curb stop.
- Checking valves for working order.
- Locating and mapping all curb stops that are not current, if and where possible.
- Any damages incurred by city employees on either side of the curb stop. All areas disturbed shall be repaired to original or better condition.
- Stocking and installing meters and reader that fail to work properly without any negligence involved (short in wires, buildup in meters, etc.) that will be charged to the customer (Approx. \$150.00 per meter) and replacements for upgrades.
- To relocate any new meter readers installed, on 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 line.

Customer Responsibility

Water Issues:

- Customers are responsible for reading their own meters and turning their meter reading in to the city by the utility bill due date each month.
- Installation of curb stops and lines to home or structure from curb stop.
- All repairs from (and including surface cap, standpipe, submerged shut-off valve) curb stop to home and inside home from 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 lines and sewer lines.
- Any new installation shall require customer (or licensed contractor hired) to map all lines and fixtures installed from water stop to home and 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.).
- Any outside meter installed for the customers convenience (Approx. \$200.00)

Sewer Issues:

- Service billing that occurs due to customer negligence.
- Any damage 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.
- A licensed water and sewer contractor must do any repairs or installation of sewer lines and water lines.
- All Repairs from sewer main to home.
- Act of god occurrences that may cause damages to any home, basement, or personal property caused by excessive rain, run off, flooding, and other natural circumstances. This includes sewer backup.