

SUMMARY OF CHANGES TO THE CODE OF ORDINANCES UTILITIES - SECTION 102 (Previous)

- Returned Item Fee \$30.00 (\$25.00)
- Minimum Surety Deposit \$1,000.00 (\$600.00)
- Remove \$250.00 limit and disconnect services 28 days after bill date.
- Allows billing adjustments for water leaks on residential and commercial, domestic services. This will preclude billing adjustments for irrigation accounts and new construction within the first year.
 - Three month maximum time period (No Limit)
 - One leak adjustment within a five year period for customer or location (No Limit)
 - 50% adjustment of the usage over normal/average consumption (100%)
 - To allow for an adjustment on a customer's sewage bill when the water is used for the purpose of the initial annual filling of a pool.
- No after hour services after 9:00 p.m.
- Allows existing commercial customers in "good standing" for 24 months to establish a surety bond in lieu of a cash deposit.
- For all life support accounts, an additional responsible party must sign with the account holder to be liable for incurred utility usage if the services remain in the patient's name.
- Senior citizens over the age of 65 (currently age 60) may be eligible for a delinquent fee waiver on residential account, with appropriate documentation.
- Senior citizens over the age of 65 (currently age 60) may be eligible for a \$2.00 monthly discount on residential account, with appropriate documentation, when they use 5,000 gallons or less of water per month.

The below items are currently being performed, but will be specified in the code:

- No deposit shall be required for an established residential Dothan utility customer in "good standing". "Good standing" is a status granted to a residential customer having no previous charged-off accounts, no unpaid bills, no returned items, and no delinquencies in the most recent 12 months.
- It is preferred that a responsible party be present upon connection of utilities. If multiple trips are required to cut on services, an additional connection fee will be assessed.
- An industry based credit reporting agency, along with customer's payment history with the City, will be utilized to determine deposit amounts for residential customers.
 - This service reviews customer's payment history with other utilities to determine potential risk with no cost to the customer.
 - If required, deposit will be a minimum of \$100.00 to a maximum of \$500.00.
 - Letters of credit will no longer be accepted.
- Any party having a delinquent balance or outstanding returned item will be subject to a high-risk deposit.
- Upon a second disconnection for non-payment, the customer may be subject to a deposit increase for each future disconnection.
- Failure to initiate service for electric, water, sewer and/or garbage service, while knowingly using said services, will result in an investigation for Theft of Service.
- After 24 hours' notice, services will be cutoff for returned items regardless of current weather conditions, due to the nature of the offense.
- No after-hours reconnection privileges will be awarded to any customers that have been disconnected for failure to comply with an agreement or failure to pay for a returned item.
- Uncollectible returned items will be submitted to the District Attorney's Office.
- Any responsible party listed on accounts will be required to satisfy all delinquent debt prior to initiation of service.
- Customer may be disconnected at the present location where service is provided for any unpaid debt incurred by the customer or a member of the customer's household either for the present location or for any previous location.
- Budget billing is available to residential customers only. At the request of the customer to discontinue this levelized payment option, full settlement of the differences between actual usage amounts and budget payment amounts will be required.