

## ARTICLE 13.02 BILLING PROCEDURES

### Sec. 13.02.001 Deposit

(a) Residential applicants. All residential applicants for water service shall deposit with the city, as a guarantee of payment of utility bills, a meter deposit in the amount established by the master fee schedule of this code for each meter installed. The consumer must submit a security deposit in one of the following forms:

- (1) Cash
- (2) Other equivalent security approved by the city secretary
- (3) A letter from another utility authority stating the applicant has paid their utility bills on time for the previous twelve (12) months

**(Ordinance 2015-12-10-02, sec. 16, adopted 12/10/15)**

(b) Apartment and commercial applicants. All apartment and commercial applicants shall deposit with the city, as a guarantee of payment of utility bills, an amount equal to the highest estimated monthly utility bill as determined by the city based on comparable businesses of equivalent size located in the city.

(c) Refund of deposit. Apartment and commercial meter deposits shall be refunded only when a customer discontinues service and after deducting any unpaid balances due the city. Single-family residential deposits shall be refunded upon request of the consumer after eighteen (18) months, provided the consumer has paid all utility bills prior to becoming delinquent. No interest shall be paid on meter deposits.

### Sec. 13.02.002 Payments; delinquency

(a) All charges under this article, including any penalties assessed, unless otherwise specifically provided for, shall be payable monthly in accordance with bills rendered therefor to the customer by the department. 'Render' shall mean deposit in the United States mail by the department.

(b) The bill as rendered shall be the total amount due and payable to the department for all services. The charges so rendered shall be due and payable upon receipt of such bill and shall become delinquent after the fifteenth (15th) day of the month. If such bill is not paid as of the fifteenth day of the month, a ten percent (10%) penalty will be added to the total outstanding balance.

(c) If payment is to be made by mail, whether in cash or by check, the date of receipt by the department shall be conclusively deemed to be the date received by the department, provided that the payment enclosed in said envelope is fully negotiable, and provided further that the burden of proof as to the date of receipt in such a case shall be upon the party asserting it.

(d) If bill is not paid by the twentieth (20th) of the month, service will be disconnected. A reconnect charge in the amount established by the Master Fee Schedule will be collected before service is restored. After-hours reconnect will be in the amount established by the Master Fee Schedule.

(e) Failure to receive any bill provided by this section shall not relieve the customer of any liability therefor.

(f) A deposit as described in the Master Fee Schedule is required for reconnection of any meter which does not have a security deposit. Ordinance #2015-12-10-02, adopted 12/10/15. The Master Fee Schedule is in the Gunter Code of Ordinances and can be found on the City's website under the "City Services" link.