

POLICY FOR WATER DEPARTMENT

1. There will be a \$65.00 deposit for all new water service. Yard meters for customers with no outstanding utility charges are exempt.
2. Meters will be read between 1st and 15th of each month and bills will be mailed by the 25th of each month.
3. Bills are due on the 10th of each month. If the 10th falls on a holiday or weekend the bills are late as of 8am the next business day. Late charge of 10% will be added for those accounts not paid on time.
4. All bills not paid by the 18th of the month will have the water cut-off, with no exceptions. Anyone paying a water bill after 8:00 AM the 18th day of the month will pay an additional \$25.00 reconnect fee regardless of whether the service has been physically cut off. A hearing with the utility may be granted upon request within three days prior to final cut off service.
5. The policy of the City of Hugo will be that the amount of water that goes through the water meter to residence or business will be the amount that is charges to the customer. The decision of any special circumstance that may justify a water adjustment will remain with the water clerk and the utility director with properly completed documentation, with adjustment to be signed by the utility director and water clerk and attested by the city clerk. (2/5/02)
6. A \$5.00 service charge will be added to the water when a request to re-read the meter is received and the previous meter reading is deemed to be correct. There will be no charge when the meter reading is found to be in error and the water bill will be adjusted to an amount equal to the average of the water bills from the most recent three months.
7. If a customer believes that a meter is defective the meter will be removed and flow tested at the customer's request. If no defect is found the customer will pay a \$25.00 fee. If the meter is found to register inaccurate readings the meter will be replaced at no expense to the customer.
8. Any person turning the water on after it has been turned off for no-payment will be subject to charges for tampering with public utilities.

This resolution takes precedence over any and all prior resolutions pertaining to the City of Hugo Water Policy and is considered in effect upon this date.

_____11/20/07_____