

CITY OF SYRACUSE – UTILITIES DEPARTMENT
UTILITY SERVICE POLICIES
JANUARY 2012

1. TYPES OF ELECTRICAL SERVICES. The City recognizes the following types of electrical services: Residential, which consists of owner occupied or leased; commercial; commercial single phase; commercial III phase; and large power.
2. WINTER/SUMMER RATES (ELECTRICAL). Winter rates shall apply during usage months of October through May. Summer rates shall apply during usage months of June through September.
3. BILLING POLICY. Any customer who has not used municipal services for more than seven days prior to a billing cycle will not be billed until the following month.
4. DUE DATE AND DELINQUENCY DATE. All bills are due and payable upon receipt and are delinquent if not received by the City on or before the 15th day of the following month. Payments not received by the City office on the 15th day of the month following the billing date shall be required to pay the delinquent amount, which is 10% higher than the net amount due on or before the 15th day of the month, excluding sales tax.
5. DELINQUENCY NOTICE. A delinquency notice shall be mailed by the City to the customer's address on record with the City after the delinquency date which provides the customer seven additional business days to make payment in full. If a customer fails to pay the full amount due or fails to make payments as have been arranged by the customer and approved by the City, the customer shall be disconnected on the date following the shut-off date noted on the delinquency notice.
6. DISCONNECTION POLICY FOR NON-PAYING CUSTOMERS. The City shall give written notice by certified mail of discontinuance of service to any customer who has been previously identified as a welfare recipient to the City by the Department of Health and Human Services. The notice shall also be given to the Department of Health and Human Services.
7. RECONNECTION CHARGE FOR DELINQUENT CUSTOMERS. When a City utility employee disconnects a customer's electrical and/or water services for nonpayment, there shall be a \$25.00 service fee, payable in advance, if the reconnection is made during regular business hours of Monday through Friday, 8:00 a.m. to 4:30 p.m., excluding holidays, or a \$50.00 reconnection fee, payable in advance, if reconnection is made at any other time. The reconnection charge, payable in advance, as well as the full payment of all delinquent bills and payment of an additional deposit at the then current rate, must be paid before service is reconnected and must be paid in cash or guaranteed funds, i.e. money order or cashier's check. No payment arrangements shall be allowed.

8. UNPAID BILLS. Any customer that vacates the premises in which utility services are being provided without making payment in full for previously billed utility services and subsequently requests reconnection to the City's utility services shall pay a customer deposit of two times the then current deposit rate, as well as the balance of all unpaid utility services before service shall be connected. All payments shall be in cash or guaranteed funds, i.e. money order or cashier's check. If a customer account is turned over to the City's collection agency, a double deposit shall be required of the then current deposit rate.

9. PAYMENT OF DEPOSITS (RESIDENTIAL CUSTOMERS). Any residential customer requesting electric and/or water services to a property shall be required to make a deposit as described in paragraph 10:
 - A. OWNER OCCUPIED. A residential customer who occupies the real estate on which the services requested shall be required to make a deposit, as set forth in paragraph 10. If an owner occupied customer has made 12 consecutive months of all utility payments, without any delinquencies, the owner occupied residential customer shall be eligible for return of their deposit if request is made to the City. If requested by City, proof of owner occupied property shall be provided by the customer by delivering a copy of the deed of ownership showing that it has been filed with the Otoe County Register of Deeds. All deposits shall remain the property of the City, and if returned to the customer, no interest shall be paid to the customer.

 - B. NON-OWNER OCCUPIED. A residential customer who is renting the property on which service is requested shall make a deposit, as described in paragraph 10. The City shall not transfer utility services on rental property until the tenant has paid the required deposit. City shall not return customer's deposit to a tenant until the bill has been paid in full. If the bill has not been paid in full, the deposit shall be applied to the outstanding balance. All deposits shall remain the property of the City, and if returned to the customer, no interest shall be paid to the customer.

10. UTILITY DEPOSITS. The following deposits are required before services will be connected:
 - A. Owner Occupied/Home Owner Residential Deposit - \$75.00.

 - B. Non-Owner Occupied/Non-Home Owner Residential Deposit - \$300.00.

11. DEPOSITS – WATER ONLY (OUTSIDE CITY LIMITS).
 - A. Customers outside the City limits, but connected to City water services - \$50.00.

ADOPTED: January 11, 2012 by Resolution No. 12-01.