



## Water & Sewer Bill Overdue Payment / Shut-Off Policy

The current owner of the property is responsible for unpaid water/sewer statements. Municipal utility bills stay with the property, much the same as property taxes stay with the property. Water/sewer bills shall be settled at time of closing.

Under the City Code of Ordinances, Chapter 289-21 (E)/(F), and Chapter 245-16 (J) delinquent water/sewer bills are treated as follows.

Chapter 289 Section E:

Delinquent bills. If any charges are not paid within 30 days after the billing date, such unpaid charges shall be subject to a service charge of 1 1/4% per month, 15% per annum. If the charges are not paid within 30 days after the billing date thereof, all services furnished by the system may be discontinued, after proper notice. A late payment fee of \$10 will be assessed to all accounts to which a disconnect notice is forwarded. Service discontinued shall not be restored until all charges owed and interest, penalties and costs incurred have been paid in full.

[Amended 7-7-2014 by Ord. No. 04-15] [Amended 9-1-2014 by Ord. No. 06-15]

Chapter 245 Section J of the Code is as follows:

If any charges are not paid within 30 days after the billing date, such unpaid charges shall be subject to a service charge of 1 1/4% per month, 15% per annum. If the charges are not paid within 30 days after the billing date thereof, all services furnished by the system may be discontinued after proper notice. A late payment fee of \$10 will be assessed to all accounts to which a disconnect notice is forwarded. Service discontinued shall not be restored until all charges owed, interest, penalties and costs incurred have been paid in full.

[Amended 9-1-2014 by Ord. No. 07-15]

The Tax Collector and Municipal Services Department will implement the following procedure to deal with delinquent water/sewer accounts, which are past due.

“After the due date, a disconnect notice will be mailed to the property owner and tenants, giving 30 additional days to pay the delinquent bill. (The disconnect notice will be the final notice for both property owners and tenants.) Should the delinquent bill remain unpaid after the additional 30 days, The Tax Collector will provide the Municipal Services Director or his/her designee a final disconnect list, and the water will be shut off by the Municipal Services Department. Water service will not be restored until the Tax Collector confirms that all charges owed and interest, penalties and costs incurred have been paid in full.”

### Payment Arrangement Option:

If the property owner continue to have difficulties paying their water/sewer bill after the 60 days given, the Municipal Services Department and the Tax Collector will allow a 30 day payment arrangement. (Only the owner of the property is allowed to make a payment arrangement.) Should the property owner choose this option, they must come to the Tax Collector's Office **BEFORE** the disconnect notice is due and sign a payment arrangement agreement that they will have 30 days from the disconnect notice due

date to pay water/sewer bill in full, or the water to the property will be disconnected. Should disruption of service occur at this time, the water service will not be restored until the Tax Collector confirms that all charges owed and interest, penalties and costs incurred have been paid in full.

Chapter 289-21:F Liens on Property- Liens on property. All charges and fees levied pursuant to these rules and regulations shall be a charge and lien upon the premises to which water is delivered from the date the same becomes due until paid, and the owner or current owner, if known, of every building, premises, lot or house shall be liable for all water delivered to or taken and used upon his or her premises which lien and liability may be enforced by the City through action at law or suit to enforce such lien. (Reference RSA 38:22.)

This policy will be utilized if payment is not made.

An owner wishing to discontinue service at their property must submit such request in writing to the Municipal Services Department. The request must be hand delivered to 43 West Bow Street, Franklin, NH. A photo ID must be provided also.