

CITY OF WHITE CLOUD
WATER SHUT-OFF POLICY (for non-payment)

The City of White Cloud has previously adopted a Shut off Policy for water customers who have not paid their bills. Please review the following guidelines (Note: whenever a mailing date falls on a weekend, this date will be moved to Monday after):

1. Water bills are sent out by the 15th of the Month (Quarterly). All bills will be mailed, no personal deliveries.
2. These bills are considered late 30 days from the billing date. A late fee will be assessed, and a Late Notice will be mailed by the 11th.
3. 60 days from the first mailing, a final warning will be issued as a red TURN OFF NOTICE that will include the date of turnoff. 70-80 days from the first mailing a work order will be generated to shut off all services still in arrears.
4. This work order will be initialed by the City Manager for turn off according to the Water Ordinance. Actual turn off will occur on a Monday or Tuesday, allowing the customer access to the office during regular workdays. This should prevent having the water service off over a weekend. All outstanding debt must be paid in full prior to turning the service back on.
5. A turn-off fee of \$25.00 will be applied to the account when service is terminated. All outstanding debt must be paid in full prior to turning the service back on. A turn-on fee of \$25.00 will then be applied to the account. A shut off or turn on fee that is done after hours (of the DPW) will be \$50.00 for each service.
6. The City will accept payment arrangements, within reason, and if completed on a timely basis. Minimum down payment on water bill to make an arrangement is \$10.00. Failure to make payments as arranged will result in immediate turn off and appropriate (on/off) fee being added. Payment arrangements will not be accepted a second time when “failure to comply” occurs. The City is NOT obligated to accept payment arrangements. **Payment arrangements can be made up until the last business day before shut off is to occur. Coming in to make an arrangement on shut-off day will NOT be accepted. Payment will be expected in full.
7. All non-sufficient checks will be considered as “no payment” and appropriate action will take place, up to and including turn off service.
8. The object of this policy is to have all accounts paid within 90 days from issuance of the billing, as stated in the Water Ordinance.
9. Customers appeals will be directed to following person(s): 1.) City Treasurer; 2.) City Manager; and finally, 3.) Water Committee. The Water Committee may take appeal to Council if further action is needed.
10. The treasurer may use their discretion in adjustments for “winter” water accounts and billings adjustments.

Effective Date: July 1, 2021

Revised: July 1, 2021