



TOWN OF CHAPIN UTILITIES DEPARTMENT'S DELINQUENT ACCOUNT POLICY

PURPOSE

The purpose of this policy is to establish a procedure concerning any and all accounts that carry a past due balance.

DEFINITIONS

For the purpose of this policy the following words are defined as such:

Customer- any person, firm, or corporation using or receiving water and/or sewer from the Town of Chapin Utilities.

Schedule of Rates and Fees – The “SCHEDULE OF RATES and FEES” shall be that which is established in the Code of Ordinances in Chapter 18, Article IV of the Chapin Town Code as modified from time to time.

RULES, REGULATIONS AND ALLOWANCES

1. All utility customers are billed on a monthly basis for utility services.
2. Payment is due before close of business on the due date stated on the utility bill.
3. Non-payment of current bill after three (3) business days from the “due date” are subject to a “Late Fee” as set forth in the “Schedule of Rates and Fees”.
4. Once each month “Termination Notices” are sent to any sewer customer whose bill exceeds sixty (\$60.00) dollars, and to any water customer whose bill exceeds \$150.00, including late fees.
5. Water and/or sewer services are subject to termination on the date stated on the Termination Notice, and if the bill remains unpaid after said date, the utility services to such customer may be immediately disconnected, and shall remain disconnected until all outstanding fees, including termination fee, as stated in the “Schedule of Rates and Fees” are paid in full. Payment will only be accepted in cash, money order, certified check or credit/debit card.
6. A Disconnection Fee will be assessed if the service is disconnected by means of cutting the service line.



7. Services will not be disconnected for delinquency immediately preceding a weekend or a holiday.
8. If reconnection is requested the same business day that payment is tendered, payment must be made prior to 3:30 p.m. If payment is tendered after 3:30 p.m., reconnection will be reestablished the next business day.
9. A delinquent account that has had no activity or correspondence from the customer for thirty (30) days after being locked will be made a final account and processed for further collection action.

REASONS FOR LOCKING A DELINQUENT ACCOUNT

Accounts can be disconnected for any of the following reasons:

1. Failure of the customer to pay any past due bill.
2. Discovery of tap or meter tampering including bypassing the meter or altering its function.
3. Failure of the customer to permit Town of Chapin employees to access their meter(s) at all reasonable hours.
4. Discovery of a condition which is determined to be hazardous or unsafe to the public health.
5. Failure of the customer to provide Town of Chapin Utilities with the correct and/or complete billing information.
6. Service will not be disconnected for delinquency immediately preceding a weekend or holiday, except for instances determined to be hazardous or unsafe to the public health.

PROCESS FOR IDENTIFYING A DELINQUENT ACCOUNT

A monthly audit of all accounts will be conducted to determine a list of delinquent accounts.

PROCESS FOR UNLOCKING A DELINQUENT ACCOUNT

1. The customer must pay the entire past due balance plus any applicable reconnection and/or penalty fees before service can be re-established.

2. Cash, certified checks, money orders or credit/debit card payments will be accepted on any service that has been disconnected for delinquency. No third party or personal checks will be accepted for delinquent accounts.
3. All payments during normal working hours (9:00 AM to 5:00 PM) can be made at either the Town of Chapin Utility Department (located at 157 NW Columbia Ave. in the Chapin Town Hall) or by visiting the website (www.chapinsc.com). Website paying customers must notify the Utility Department at 803-345-0416 following completion of a website payments for reconnection.
4. Reconnections will only occur during normal working hours (Monday through Thursday, 7:30 am – 5:00 pm and Fridays, 7:30 a.m. – 3:30 p.m.). Reconnections will not occur during the weekend or Holidays. Resumption of service will occur by the close of the following business day after the balance is paid. If a past due balance is paid on Friday at 3:30 pm, personnel have until the close of business on Monday to resume the service. Personnel will not accept cash for delinquent account.
5. Any account locked in error will have service re-established as soon as possible during the same business day.