

ARTICLE III

TITLE 11

AN ORDINANCE: PROVIDING FOR THE TOWN'S RIGHT TO DISCONTINUE WATER AND TRASH SERVICE DUE TO THE CUSTOMER'S NON-PAYMENT OF THE WATER AND TRASH SERVICE BILL.

Be it ordained by the Commissioners of the town of Felton:

Section 1. The town of Felton reserves the right, after due notice, to discontinue the supply of water service and trash pickup to the customer for non-payment of any bill for water or trash service. The Town shall not discontinue the supply of service to any customer, unless the bill remains unpaid, for a period of at least 30 days after the bill has been mailed or presented. In addition, the town shall not discontinue service unless at least five (5) working days prior to the disconnection or termination of service written notice is given to the customer.

Section 2. (a) The notice required by Section 1 shall be a written notice sent by first-class prepaid mail deposited in a United State mailbox and addressed to the customer at his last known mailing address appearing on the records of the Town.

1. In those situations when the billing address is different than the location at which the service is being provided, such written notice is also given to the occupant of the premises being served.

(b) The written notification required by Section 1 shall include notification of the following:

1. The date on or after which termination will occur in the event the water or trash service

bill remains unpaid.

2. That, if there is a good faith dispute concerning the validity of the bill, the termination of service will not take place pending determination of the dispute, provided the town is notified of the existence of the dispute prior to actual termination.

3. The name or names of persons or office authorized to receive notification of the existence of the dispute and empowered to resolve such disputes, together with the telephone number and address at which such person, persons, or office can be contacted and notified of the existence of a dispute.

Section 3. All good faith disputes concerning the termination of service shall be addressed to the Town Council or to such person as the Town Council shall designate to hear such disputes. The ruling of the Town Council, or its designee, shall be binding upon the Town and upon the customer.

Section 4. In the event water service is disconnected by the Town for non-payment, service will be restored only upon payment of a reconnection fee in the amount of FIFTEEN Dollars (\$15.00) in addition to all amounts due on the customer's account.

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President

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Secretary

date adopted: \_\_\_\_\_

date effective: \_\_\_\_\_