



TOWN OF APPOMATTOX TOWN COUNCIL ACTION FORM

Order of Business:

- Consent Agenda
- Public Hearing
- Presentation-Boards/Commissions
- Unfinished Business
- Citizen/Councilor Request
- Regular Business
- Reports of Council Committees

Action:

- Approve and File
- Take Appropriate Action
- Receive & File (no motion required)
- Approve Ordinance 1st Reading
- Approve Ordinance 2nd Reading
- Set a Public Hearing
- Approve on Emergency Measure

COUNCIL AGENDA ITEM TITLE: Water Shutoff Policy

ISSUE: The water/sewer disconnect and reconnect fees don't reflect the operational and administrative costs associated with this process.

RECOMMENDATION: Discussion and consideration of an adjustment to water/sewer disconnect/reconnect fees to better reflect the operational and administrative costs associated with this labor intensive, time consuming process.

TIMING: Requested for consideration at the 4/28/26 Workshop Meeting.

BACKGROUND: Over time, the level of effort and the number of staff hours required to carry out this process has increased, while the associated fees have remained unchanged.

ENCLOSED DOCUMENTS:

STAFF/SPONSOR: Christy Torrence

FOR IN MEETING USE ONLY

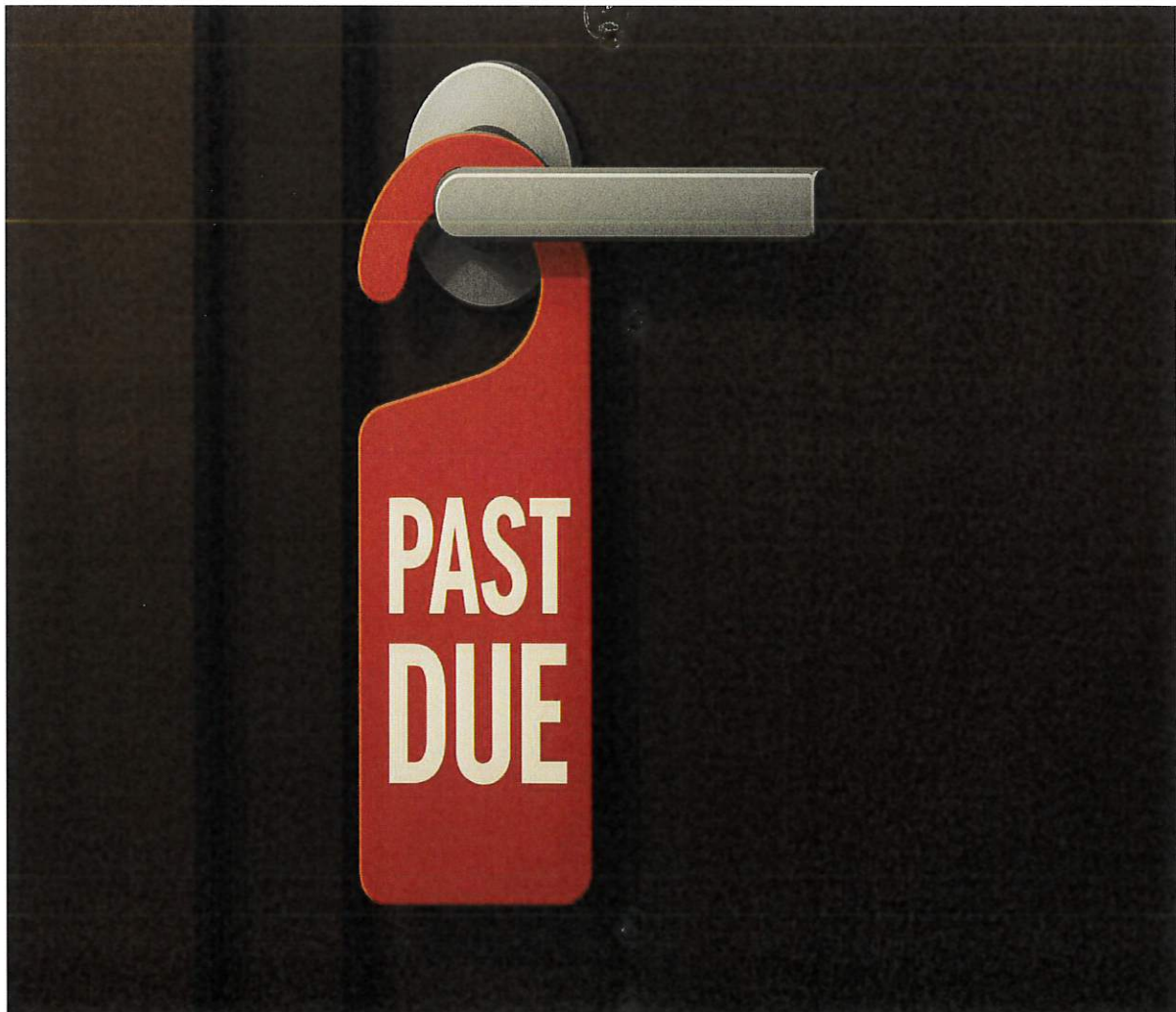
MOTION: _____

Roll Call

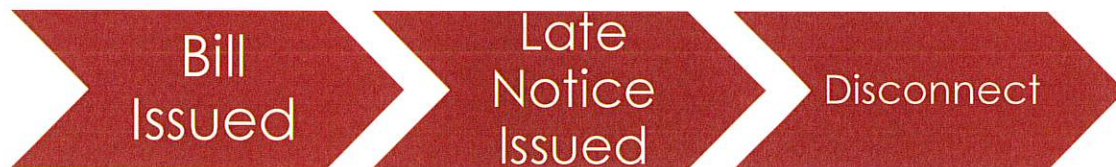
SUMMARY:

Y	N		Y	N	
<input type="checkbox"/>	<input type="checkbox"/>	Councilor Timothy W. Garrett	<input type="checkbox"/>	<input type="checkbox"/>	Councilor Nathan A. Simpson
<input type="checkbox"/>	<input type="checkbox"/>	Councilor Jack Hensley	<input type="checkbox"/>	<input type="checkbox"/>	Councilor Mary Lou Spiggle
<input type="checkbox"/>	<input type="checkbox"/>	Councilor James Boyce, Sr.	<input type="checkbox"/>	<input type="checkbox"/>	Mayor Richard Conner (If required)
<input type="checkbox"/>	<input type="checkbox"/>	Councilor McKinley Cardwell			

Town of Appomattox Disconnect/Reconnect Process



BILLING AND NOTIFICATION TIMELINE



- 27TH of each month, bill is processed and mailed and/or emailed with a due date of 20th of following month
- 21st of each month, 10% Penalty added and delinquent notice issued with “SHUT OFF DATE” (the 6th of the following month unless it falls on a weekend)
- At this point we are back to the 27th and the current bill is printed which also includes the delinquent amount with a note “Previous balance due BEFORE cutoff date _____.”
- This is giving customers approx. 40 days to pay.

Who are we disconnecting?

A significant portion of disconnects involve repeat accounts. Financial hardship cases represent a small percentage. In the event of a true hardship situation, the town is usually contacted by the customer prior to disconnect day and those customers are connected to resources known to provide financial assistance.

Staff frequently hears reasons such as:

“I forgot to pay.”

“I didn’t check/open my mail.”

Average of 21 disconnects per month and approx. 13 of those have been disconnected multiply times within a 6-month period.

Current Fee Schedule

- ▶ \$25.00 fee to disconnect
- ▶ \$25.00 fee to reconnect

Service is restored once the delinquent balance and fees have been paid in full.

Proposed Fee Schedule

\$50.00 fee to
disconnect

\$50.00 fee to
reconnect



Why Increase the Fee?

The intent of this request is not only to recover costs more accurately, but to ensure the burden of this labor-intensive process isn't shifted onto the general rate payer. Each occurrence requires coordination between office staff and Public Works, including account review, customer communication, scheduling, field dispatch, documentation, follow-up to ensure accurate billing & service restoration.