

§ 51.09 COLLECTION OR DEFERRED PAYMENT CHARGE.

(A) All bills for water service shall be rendered monthly and if not paid within 15 days from the due date thereof, as stated in the bills, shall be subject to a collection or deferred payment charge of 10% on the first \$3 and 3% on the excess over \$3. If the bill is not paid within 45 days from due date, the service shall be disconnected as provided in this section.

('97 Code, § 9-18)

(B) All bills are due and payable on or before the date set forth on the bill. If, after 45 days from the due date, any bill remains unpaid, a second bill will be mailed containing a notice that if the bill is not paid within ten days of the mailing of the second bill, service will be discontinued for nonpayment.

(C) Any customer disputing the correctness of his or her bill shall have a right to a hearing at which time he or she may be represented in person and by counsel or any other person of his or her choosing and may present orally or in writing his or her complaint and contentions to the city official in charge of utility billing. This official shall be authorized to order that the customer's service not be disconnected and shall have the authority to make a final determination of the customer's complaint. Requests for delays or waiver of payment will not be entertained; only questions of proper and correct billing will be considered.