

ORDINANCE NO. 820

AN ORDINANCE AMENDING CERTAIN PROVISIONS OF TITLE 13, PUBLIC SERVICES, CHAPTER 13.03 UTILITY BILLING AND COLLECTION

WHEREAS, The City of Mills Public Works Department and administrative staff have reviewed the process regarding utility billing and collection; and

WHEREAS, The City of Mills has a desire to modify its billing and collection system in order that it might be more efficiently and uniformly administered.

NOW, THEREFORE, BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF MILLS that the following provisions of Title 13 of the City Ordinances shall be amended such that the text in red shall be added, and the lined through text stricken, starting immediately upon passage of this Ordinance.

Sec. 13.03.050. Connection or change of service.

(b) Service can be obtained by **completing a service application at the Mills City Hall during normal business hours.** ~~contacting the city hall, 704 4th St., Mills, Wyoming, between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday (except holidays); calling the city at (307) 234-6679, between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday (except holidays).~~ The request for service will include name of occupant, physical address, mailing address, social security number, day and nighttime telephone number, employer and requested date of service. The request must be made at least three working days prior to a request starting date. **Incomplete request will be returned to the customer for additional information.**

Sec. 13.03.070. Discontinuance of service.

(a) Service may be discontinued for nonpayment. In order to re-establish service, a delinquent turn-on fee and a deposit ~~may be~~ **are** required before service is restored. If the service is to be restored during non-working hours, the fee and deposit must be in city hall, 704 4th St., Mills, Wyoming, no later than 10:00 a.m. the next working day, or service will be disconnected, and additional applicable charges may be imposed. Service will not be provided if there are any outstanding bills or fees or any violations of this chapter.

(b) Customers will be charged a fee if an insufficient funds check **or a returned ACH** is received by the city. The bank automatically redeposits insufficient funds checks. If an insufficient funds check has been redeposited **or an ACH payment has been** ~~and is~~ returned to the city, the amount will be automatically reversed and applied to the customer's account. The customer will be responsible for any additional charges, interest or penalties accrued to the account. The unpaid balance will be subject to any interest or penalty charges associated with a past due account.

The account will be subject to the city general billing and collection policy. ~~adopted by resolution of the city council. When an account has registered two non-sufficient funds (NSF) checks, all future utility charges will be required to be paid by cash, certified funds or money order.~~

Sec. 13.03.090. Billing.

(b) All ~~sewer and garbage~~ utility billing will be based upon a rate definition rather than a property definition.

Property may be designated as commercial in this Code; however, they may be charged a residential rate for any of the utilities. ~~Rates to be determined by resolution.~~

~~(d) Residential and commercial sewer billing will be reevaluated each year, based on actual water usage during the billing period starting after January 1.~~

g) Customers **with an active account** will be charged any applicable minimum charges for all utility services during billing periods with no water usage.

(i) Sanitation charges are required on all active residential accounts where the residential service address is located within an area in which collection is serviced by the city. If the account is active with the city, it will incur sanitation charges, along with water and sewer charges. The property will be provided with access to the appropriate container needed for the disposal of solid waste, as set forth in Municipal Code 8.11.040 A

Sec. 13.03.100. Adjustments.

~~(a) Sewer adjustments may be given if a leak occurred during the sewer evaluation periods.~~

(c) Leak adjustments will only be completed for the three bills prior to the leak being repaired.

Sec. 13.03.110. Credit, payment terms and collection efforts.

(a) Bills will be considered delinquent if not paid ~~20~~ **30 thirty** days after the bill date. Authorized interest and penalty charges will start accruing on this date. A delinquent notice will be mailed to the customer on or shortly after the ~~21~~ **31st thirty first** day after the bill date. If the bill remains unpaid ~~ten~~ **45 forty-five** days after the bill date, all utility services will be discontinued.

Sec. 13.03.130. Appeals.

Bills and adjustments may be appealed to the City Council within thirty days of the bill date or adjustment date by submitting a written request to the Mills City Clerk. All decisions made by the City Council will be final.

Sec. 13.03.140. Payment arrangements.

Payment arrangements may be granted if a customer is unable to pay their past due balance before their disconnection date. If made, the arrangement would allow the customer to skip the current shut-off period for the service address that is delinquent or at risk of being shut-off. The account must be brought current by the due date of the current bill, which is not yet delinquent. This may allow up to, but will not exceed, thirty days to bring the account current, depending on when they contact the city. Customers must meet the following criteria to be eligible for a payment arrangement on their account.

- (a) The customer must contact the city prior to their week of shut off.
- (b) The bill causing delinquency is not the first bill on the account.
- (c) Payment arrangements are not allowed on deposits. All deposits must be paid in full before water, sewer and sanitation services will begin.
- (d) The customer has had four months of good payment history.
- (e) All previous payment arrangements have been paid as agreed.
- (f) No more than one previous payment arrangement in the previous twelve-month rolling period is permitted; a total of two payment arrangements in the twelve-month rolling period are allowed, including the one being requested.
- (g) A one-time exception may be made for a customer whose water has been disconnected when they have a good payment history on the disconnected account.

PASSED on 1st reading the ____ day of _____, 2025.

PASSED on 2nd reading the ____ day of _____, 2025.

PASSED, APPROVED AND ADOPTED on 3rd and final reading this ____ day of _____, 2025.

CITY OF MILLS, WYOMING

Leah Juarez, Mayor

Sara McCarthy, Council

Brad Neumiller, Council

Cherie Butcher, Council

Tim Sutherland, Council

ATTESTED:

Sarah Osborn, City Clerk