

ORDINANCE 2020-271

AN ORDINANCE TO AMEND THE ORIENTAL CODE OF GENERAL ORDINANCES.

NOW THEREFORE BE IT ORDAINED BY THE BOARD OF COMMISSIONERS OF THE TOWN OF ORIENTAL,

**SECTION 1.** That **Chapter K WATER SERVICE, ARTICLE X – BILL COLLECTION**, following sections be revised as follows:

**Section 5 – Disconnection for Nonpayment**

If any bill is not paid by close of business on the fifth (5<sup>th</sup>) day of the month following the due date printed on the bill, water service will be discontinued without further notice for nonpayment and a reconnection fee will be charged to the consumer if water service is restored. Revised May 1, 2018 ~~SUSPEND UNTIL JUNE 10.~~

**Section 6 – Late Fees**

A \$5.00 late fee will be added to any account that has a balance not paid by the close of business of the 25th day of the month. Revised May 1, 2018 ~~SUSPEND UNTIL JUNE 10.~~

**SECTION 2.** That **Chapter K WATER SERVICE, ARTICLE XI – METHOD OF PAYMENT**, following section be suspended as follows:

**Section 2 – Overdue Payment Contract**

A contractual overdue water bill payment agreement can be arranged between the customer and the Town Manager at the Town Hall by the 25<sup>th</sup> day of the month. This meeting must be arranged during normal working hours. The utility customer may be subject to immediate discontinuance of service if payment of this contractual agreement on or before the dates agreed upon is not met. ~~SUSPEND UNTIL JUNE 10.~~

**SECTION 3.** That **Chapter K WATER SERVICE, ARTICLE XIII – INVOLUNTARY SUSPENSION OF SERVICE**, following sections be suspended as follows:

**Section 1 – Reason for Discontinuance**

The Town sometimes finds it necessary to discontinue water service to customers because of the following reasons:

- a) Failure of a customer to pay any bill for service within the time allowed by these rules.
- b) Refusal of legitimate access to premises or for damage to or loss of property owned by the Town on the customer's premises for which the customer is liable. ~~SUSPEND UNTIL JUNE 10.~~

**Section 2 – Collection of Debt**

Upon discontinuance of service for nonpayment of bills, the deposit will be applied by the Town toward settlement of the account. Any balance will be refunded to the Customer, but if the deposit is not sufficient to cover the bill, the Town may proceed to

collect the balance in the usual way provided by law for the collection of debt ~~SUSPEND UNTIL JUNE 10.~~

**Section 3 – Reconnect Fee**

Service discontinued for nonpayment of bills will be restored only after bills are paid in full, a redeposit is made, and a reconnect fee is paid for each meter, as set out in the Town Rate Schedule. ~~SUSPEND UNTIL JUNE 10.~~

**SECTION 4.** That **Chapter K WATER SERVICE, ARTICLE XIV – COMPLAINTS AND ADJUSTMENTS**, following section be suspended as follows:

**Section 2 – No Waivers**

Requests for delays or waiver of payment will not be entertained. Only questions of proper and correct billing will be considered. In the absence of payment of the bill rendered or resort to the hearing procedure provided herein, service will be discontinued at the time specified. The customer may pay a bill under protest and said payment shall not prejudice his claim. ~~SUSPEND UNTIL JUNE 10.~~

**SECTION 5.** That Chapter K, Water Service, Article XIII-INVOLUNTARY SUSPENSION OF SERVICE include the following: ~~Remove this section. In light of the extension issued by Governor Cooper's Executive Order 142, issued May 30, 2020, these changes ARE HEREBY EXTENDED UNTIL AUGUST 5, 2020 following adoption.~~

**SECTION 6. Insert to Chapter K WATER SERVICE, ARTICLE XI, METHOD OF PAYMENT:**

**Section 3. Repayment following the expiration of Executive Order 142:** Repayment plans, drafted according to Executive Order 142 expiration, will allow up to six (6) months for repayment (or six months by default if no agreement is signed) of accounts that have become past due during the period March 31-July 29, 2020. Customers will be sent, by Certified Mail, notice of this policy and the terms of the repayment plan. If the customer misses a payment according to the repayment schedule, he/she is then subject to disconnection on the first business day following the missed scheduled payment and the entire past due amount will be due prior to reconnection.

**ADOPTED THIS 4th DAY OF August, 2020.**

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Sally Belangia, Mayor

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Diane H. Miller, Town Manager

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