

ORDINANCE AMENDING AND RE-ENACTING SECTION
7-1-9
OF THE CODE OF ORDINANCES
CITY OF HARRISONBURG, VIRGINIA

Be it ordained by the Council of the City of Harrisonburg, Virginia:

That Section 7-1-9 be amended as shown:

Sec. 7-1-9– Discontinuance of service for delinquency in payment of utility bills; generally.

The director is authorized to discontinue water and sewer service furnished by the city if the customer is delinquent in the payment of any account for water or sewer service due to the city. Before water and sewer service is discontinued, the person whose account is delinquent shall be so notified by delivery methods set forth in section 7-1-4. Notice of the payment date to avoid disconnection of water or sewer service shall be placed on the bill, which shall be mailed a minimum of five (5) working days before said date. Delinquency shall mean an amount due, equal to or greater than fifteen dollars and one cent (\$15.01), being sixty (60) days or more in arrears.

In the event a payment is returned for any reason, a return fee will be charged to the account as provided in section 4-1-37. The next bill will serve as official notice of discontinuance of services, if applicable. Efforts will be made to notify the customer set forth in section 7-1-4; however, ineffective communication shall not relieve the customer of responsibility for returned payments.

Discontinuance of any residential service will be delayed when the local forecasted temperature is at or above 92 degrees Fahrenheit within 24 hours following the scheduled disconnection, as forecasted by the National Weather Service.

Accounts on automatic draft will continue to be drafted on the next scheduled due date unless otherwise directed by the customer ten (10) days or greater in advance of the payment due date. After payments on automatic draft are returned twice in a rolling twelve (12) month period, for any reason, the automatic draft may be removed from the account at the discretion of the director, or their designee. Should the account have a reduced deposit due to automatic draft set up during initialization the remainder deposit due will be billed to the utility account due in the next billing cycle.

Should the initial deposit required during account opening be returned, the customer shall have one (1) business day to reimburse the city for the balance due and the return fee before discontinuance of service.

Utilities shall not discontinue any residential service for nonpayment of bills or fees on Fridays, weekends, state holidays, or the day immediately preceding a state holiday.

Accounts sixty (60) days or more past due may be transferred to an active account set forth in section 7-1-21 due on the next due date of the current monthly bill. If no active account is found, the balance may be forwarded to a collection agency. Administrative charges incurred from the collection of past due accounts shall be charged to the account holder.

~~No p~~Payment ~~arrangements or extensions~~plans shallmay be granted by the citydirector, or their assigned, upon written request (deposits excluded). Approved plans will provide a maximum payback period of (3) three months, with the balance divided equally over the (3) three month period; the divided balance will be due in addition to the current monthly bill.

A utility bond on all accounts with monthly billing averages over fifty thousand dollars (\$50,000.00) may be required at the directors discretion.

This ordinance shall be effective the 11th day of June, 2024. Adopted and approved this 11th day of June, 2024.

Dianne Reed
MAYOR

ATTESTE:

Samuel Ulmer
CITY CLERK