

CITY OF HOLLY HILL, FLORIDA

CITY COMMISSION

AGENDA • FEBRUARY 23, 2016

City Commission Chamber

Work Session

6:00 PM

CITY HALL
1065 RIDGEWOOD AVENUE
HOLLY HILL, FL 32117

City Clerk's office: (386) 248-9441 - Fax: (386) 248-9448



City Commission Chamber
City Hall
1065 Ridgewood Avenue
Holly Hill, FL 32117

CITY COMMISSION MEMBERS

Mayor
John Penny

District 1 - Commissioner
Arthur J. Byrnes

District 3 - Commissioner
John F. Capers

District 2 - Commissioner
Penny Currie

District 4 - Commissioner
Elizabeth Albert

CITY MANAGER
Joseph Forte

CITY CLERK
Valerie Manning

I. CALL TO ORDER**II. WATER ORDINANCE CHANGES - CONTINUED FROM JANUARY 26TH WORKSHOP**

1. -DOC-2016-4 Water Ordinance Changes - Continued from the January 26, 2016 Workshop
(Requested by Kurt Swartzlander, Finance)

III. ADJOURNMENT

Website Address – www.hollyhillfl.org (City Clerk)

NOTICE – If any person decides to appeal any decision of the City Commission at this meeting, he/she will need a record of the proceedings and, for that purpose, he/she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. The City does not prepare or provide such a record.



For special accommodations, please notify the City Clerk's Office at least 72 hours in advance. (386) 248-9441



Help for the hearing impaired is available through the Assistive Listening System. Receivers can be obtained from the City Clerk's Office.

In accordance with the Americans with Disabilities Act (ADA), persons needing a special accommodation to participate in the Commission proceedings should contact the City Clerk's Office no later than three (3) days prior to the proceedings.



**STAFF REPORT
CITY OF HOLLY HILL, FLORIDA**

**City Commission
Agenda Item**

MEETING DATE: February 23, 2016
FROM: Kurt Swartzlander
SUBJECT: Water Ordinance Changes - Continued from the January 26, 2016
Workshop
NUMBER: DOC-2016-4
APPLICANT:
PLANNER:

DISCUSSION: Staff has identified many current practices that should be included in City ordinances and is bringing these items forward to the commission for discussion purposes.

FISCAL ANALYSIS: N/A

STAFF RECOMMENDATION:

N/A

COMMISSION GOAL:

N/A

MOTION:

N/A

- Water Ordinance Issues List(DOCX)
- Water Ordinance Issues Detail (PDF)

HISTORY:

01/26/16

City Commission

CONSENSUS TO BRING BACK TO CIT

WATER ORDINANCE ISSUES

Item	Page
1. Deposit Refunds	1
2. Deposit Requirements	4
3. Dishonored Check/draft	8
4. High Consumption and Notification.	10
5. Hydrant Meter Rentals	11
6. Irrigation Meters	13
7. Late Notices	15
8. Minimum cut off amount	18
9. New accounts and Outstanding Owner Debt	20
10. Owner Responsibility for all bills	21
11. Payment Arrangement Plans	22
12. Proration of Bills	23
13. Receipt of Payments - Effective Date	24
14. Repair of Broken Equipment	25
15. Sewer Adjustments – Leaks	27
16. Sewer Adjustments - Pool fills	29
17. Temporary Utility Account Turn-on	32
18. Suspended/Vacation Accounts	35

ISSUE: Deposit Refund

DISCUSSION: Current policy allows deposits to be refunded to all residential account holders whether they own or rent.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

Sec. 70-124- Deposit

(J) Deposit refunded (non commercial)

Residential utility customer on individual meters who have been continuous customers for least 3 years and have not had a delinquent payment in 3 continuous years, shall be refunded the deposit plus all accrued interest upon written request on a form to be provided by the city. In the event a customer whose deposit has been returned is delinquent in a utility payment 3 times during a 12 month period or if utility service is disconnected for non-payment, said customer shall be required to pay a new deposit equal to the current amount. The deposit shall be added to the next utility bill and utility service shall be disconnected in the event the deposit is not paid. ~~Commercial customers, and residential customers serviced by a master meter shall not be eligible for a return of a utility deposit.~~ Refunds are only eligible to properties with a homestead exemption.

OTHER CITY CODE OF ORDINANCES:**Daytona Beach:**

Sec. 98-89-Application and refund of deposits

For all accounts, deposits shall be retained by the city until final settlement of the customer account, at which time the deposit shall be applied to the final bill. A deposit shall be returned only to the customer or customers assignee as shown on a notarized, written assignment or to a documented legal representative. In the event of death of the individual depositor, the deposit shall be returned as directed by the attorney for the estate, by a qualified representative of the depositor, or by a court of competent jurisdiction.

Daytona Beach Shores:

Sec 12-4.3.3 Payment of sewer deposit

3. Refund or credit of sewer deposit, shall be refunded upon the termination of ownership or tenancy; upon the city determination that all sewer billings for the property have been paid in full.

Edgewater:

Sec 19-2-Utility Deposit, service charge and transfer fee

Upon written request, a customer, provided that are the land owner, may request that a credit refund in the amount of the utility deposit be given after establishment of 36 successive months of good credit. Good credit shall be defined as no service shutoff and no penalty for late payment during any successive 36 month period. Upon receipt of the written request by the finance department, the refund shall be applied during the next billing cycle. An additional deposit and service charge in the amount set forth in subsection (b) shall be required if subsequent to application of the credit refund, service is shut off and request for reinstitution of service made.

(d) Tenant customers are not permitted to receive a deposit refund until account terminated. The deposit amount shall be applied to the final bill. Any amount remaining at termination of account shall be returned to the customer. However, no refund checks on deposit shall be issued for an amount less than \$10.00.

Ormond Beach:

Sec. 22-70 Deposit required, established

(d) If the customer has made timely payments of monthly utility bills for twenty-four 24 consecutive months, the deposit will be refunded through a credit to the customer utility account.

(e) If a customer's monthly utility account becomes delinquent after the refund of the deposit, the customer will be required to reestablish the sewer deposit at the current rate.

Palm Coast: No code currently

Ponce Inlet:

For all accounts, deposits shall be retained by the town until final settlement of the customer an account. The town has the authority to apply the deposit to the final bill. Any remaining deposit shall be returned only to the customer or customers designee as shown on a notarized, written assignment or to a documented legal representative. In the event of death of the individual depositor, the deposit shall be returned as directed by the attorney for the estate, by a qualified representative of the depositor, or by a court of competent jurisdiction.

Port Orange:

Sec 74-33- charges for water service

(d) A deposit for water service connection shall be required for each new meter installation of reconnection or turn-on for new properties or where the property has changed hands irrespective s to whether the property is owned by the occupant or not. Such deposit shall remain with the city as security against non-payment of the monthly bill as long as the premises are connected to the city water system, .and an active water meter is onsite. Should a transfer of property ownership or rental occur, the water deposit may be refunded at the customer's request. However, upon a request for future continuation of service by the new customer, owner, or renter they shall be required to

post their own water deposit and applicable reconnection fees as specified in the current city fee resolution.

South Daytona:

Sec 20-32 minimum advanced security payment ,meter, rate, service charge, consumption charge, minimum use, Interest on minimum advanced security payment

(g) Interest on advanced security payment will be calculated at the end of each month for all accounts with deposit on file. The interest rate shall be based on the average annual interest rate used by the state board of administration for their most recent twelve months ending July 31st. the interest shall be calculated as simple interest and there will be no daily prorating of interest. During the September billing cycle the interest that has accrued through the end of august will be applied to customers' accounts in the form of a credit against the billing. When a customer account is final prior to the September billing and the security deposit is refunded, all calculated interest on the account, as provided above, shall be applied as a reduction on the final bill of the respective utility account.

Seminole County:

Sec 270.183- Water, wastewater, and reclaim water service billing procedure.

Deposit for accounts that have maintained good payment histories, as defined by resolution of the board, shall be refunded after a period of 12 month from the date the account was established. If a discontinue of service is requested prior to the 12 month period, the deposit less any amount due the county will be refunded. Deposits on accounts shall bear interest at the interest rate earned by the water and waste water system revenue fund, earned interest amount shall be applied to the respective accounts during the month of December.

ISSUE: Revised Deposit (Renter)

DISCUSSION: Current policy both owner and renter is require to pay a security deposit amount established by resolution but with the high rate of rental property turn around a fixed deposit amount would be established.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

Sec. 70-124. - Deposit.

- (a) All persons initially obtaining utility services from the city shall be required to deposit the security set forth by resolution of the city commission. ~~Such security deposit shall be based upon a six-month average and will be equal to a two-month billing for all units, or an amount per unit established set by resolution, whichever is greater.~~
- (b) For commercial users such as laundries, bottling companies, etc., having meters in excess of one inch, the security deposit shall be an amount equal to twice the estimated average monthly bill.
- (c) Deposit made prior to April 24, 1984, shall not be increased unless service is terminated and in that event, the security deposit, prior to reinstatement, shall be increased to the amount stated above.
- (d) Security deposit required under this section shall bear simple interest at an annual rate equal to the average annual rate of interest earned by the state board of administration for the most recent 12 months ending September 30. The interest shall be calculated as simple interest and there will be no daily pro-rating of interest. During the October billing cycles the interest that has accrued through the end of September will be applied to customer accounts in the form of a credit against the billing. When a customer account is final prior to October billing and the security deposit is refunded, all calculated interest on the account, as provided above, shall be applied as a reduction on the final bill of the respective utility account.
- (e) The state and its departments and agencies, the county and its departments and agencies, and all other governmental entities are hereby exempt and shall not be required to post water and sewer security deposits in order to obtain such services from the city.
- (f) Persons maintaining security deposits shall be entitled to transfer the deposits from existing accounts to new accounts of the same type, providing the following conditions are met:
 - (1) The existing account has been in existence for two or more years.
 - (2) The existing account balance must be paid and the customer master record must be brought current.
 - (3) Such transferred deposit shall bear interest as provided hereunder.
 - (4) Customers shall be allowed to transfer existing deposits without increasing the deposit to the current deposit requirement as long as the customer has not been charged a late penalty three times during the 12 previous months prior to the request.

Proposed rates:

Owner: \$175

Renter: \$275

OTHER CITY CODE OF ORDINANCES:

Daytona Beach:

Sec. 98-85 – When required.

All customers of the city's water or sewer service system shall pay a minimum advanced security deposit prior to using the city's water or sewer services or facilities.

Water sewer inside city limits \$276.00

Water only outside city limits \$173.00

Sewer only outside city limits \$173.00

Water sewer outside city limits \$346.00

Daytona Beach Shores: No Code currently conforms to Daytona Beach and Port Orange connection requirements.

Sewer only \$100.00

Edgewater:

Sec. 19-2 – Utility deposit, service charge and transfer fee.

- (b) The city shall require a Utility deposit and a service charge before water, wastewater, reclaimed water, stormwater and /or refuse services are initiated to any equivalent residential unit as defined in article II. The utility deposit and service charge required before the initiation of service are established by resolution of the city council.

Water/Sewer-Red \$200.00

Water/Sewer-Yellow \$100.00

Water/sewer-Green \$-0-

Water only-Red \$100.00

Water only-Yellow \$50.0

Water only- Green \$-0-

Sewer only- Red \$100.00

Sewer only-Yellow \$50.00

Sewer only- Green \$-0-

Ormond Beach:

Sec. 22-70 – Minimum deposit required.

- (a) The following minimum deposit for water services shall be required for each new meter installation or reconnection or turn-on for new properties or where the property has changed hands, irrespective as to whether the property is owned by the occupant or not

Water and Sewer \$150.00

Water only \$75.00

Palm Coast:

Sec.49-77- Deposit required.

The City require any person, firm, partnership, association or corporation, prior to the filing for record of any plat, to escrow with the city a cash deposit or bond to guarantee the installation and connection of water, reclaim water and wastewater facilities to each parcel or lot of land to be platted. The amount for formula or computing the amount of deposit shall be established by adoption of a resolution.

Water and Sewer owner \$110.00

Water and sewer rental \$190.00

Ponce Inlet:

Sec.78-101- When required

All customers of the towns water or sewer service system shall pay a minimum advance security deposit prior to using the towns water or sewer services or facilities. Each renter of a property, that is a customer of the towns water or sewer system shall pay a minimum advance security deposit paid by the owner of the property.

Water and sewer per meter for renter \$175.00

Water and sewer per meter for owner \$100.00

Port Orange:

Sec. 74-33-Charges of water service

A deposit of water service connection shall be required for each new meter installation or reconnection or turn-on for new properties or where the property has changed hands irrespective as to whether the property is owned by the occupant or not.

Water and sewer and reclaim owner \$235.00

Water and sewer and reclaim renter \$430.00

South Daytona:

Sec.20-32- Minimum advanced security payments :meter rate service charge:
consumption charges; minimum use; interest on minimum advanced security payment.

(4) In the event that the property is a rental or lease property, regardless of the number of units or whether the property is residential or commercial, and the rental property is determined to be a problem property, the city may require all future utility accounts for all rental property of the owner in the city to be in the owner name without reference to or acknowledgement of the tenant.

Water and sewer one base fee \$225.00

Seminole County:

Sec. 270.201- water service fees

The county shall charge and receive from all customers to whom service is furnished the charges for connecting their property to the water main and delivering the water line to the meter where a service line has not previously existed. Charges and meter deposit shall be charged for the meter and meter service box.

Water and sewer a letter of credit from another utility company

Water and sewer residential \$165.00

Water and sewer commercial \$165.00 plus number of units.

ISSUE: Dishonored check/draft

DISCUSSION: To allow clear instructions for the processing of return items against customers account and to clarify the process of who can no longer write checks on their account.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No Code currently.

Service fee for dishonored check/draft

There shall be a service charge adopted for the collection of a dishonored check/draft of \$25.00 if the face value up to \$50.00,
\$30.00 charge if check does not exceed \$300.00,
\$40.00 if face value does not exceed \$800.00
5% of any amount over \$800.00

Customers tendering three (3) dishonored checks in 24 month period will be placed in a non check acceptance status.

A door knocker will be sent to customers to notify them of a return item and they will be given 3 business days to repay by means other than check.

Reinstatement to check acceptance status requires the completion of a reinstatement form. For the next year another dishonored check results in being placed back in non-check acceptance status.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach:

Sec. 46-121- Service fee for dishonored checks/drafts or others

A service fee of five percent of the face amount of check/draft, or order of \$25.00 if the face value does not exceed \$50.00, \$30.00 if the face value is more than \$50.00 but does not exceed \$300.00 or \$40.00 if the face value is more than \$300.00, whichever is greater, is adopted for the collection of a dishonored check, draft, or other order for the payment of money to the city, it official and agencies. This service fee shall be addition to all other penalties imposed by law. The fee shall be retained by the city.

However, the city shall require an increased minimum advance security deposit of any of their current or prior city utility account. The amount of the increased deposit shall be four times the customers average monthly bill.

Daytona Beach Shores: No code currently conforms to Daytona Beach and Port Orange connection request.

Edgewater: No code currently.

Ormond Beach:

Sec. 2-299-Service fee for dishonored check. -

There is hereby imposed service fee for the collection of a dishonored check, draft, or other order

for the payment of money to the city. The amount of the fee for each instrument shall be greater of five (5) per cent of the face value of the instrument or twenty five dollars (\$25.00) if the face value does not exceed fifty dollars (\$50.00), thirty dollars (\$30.00), if the face value exceeds fifty dollars (\$50.00) but does not exceed three hundred dollars (\$300.00) or forty dollars (\$40.00). If the face value exceeds three hundred dollars (\$300.00). the service fee hereby imposed shall be in addition to all other penalties imposed by the law.

Palm Coast: No code currently.

Ponce Inlet:

Appendix A-Part 1-Miscellaneous fees, rates and charges

C. Fees for return check. Dishonored checks, draft or other orders for the payment of money shall be assessed s fee equal to the greater of five percent of the face amount of the check, draft or order, or:

- (a) Twenty five dollars, if the face value does not exceed \$50.00;
- (b) Thirty dollars, if the face value is more than \$50.00 but does not exceed \$300.00; or
- (c) Forty dollars, if the face value is more than \$300.00.

Port Orange:

Sec 2-238- service fee for dishonored check.

A service fee not to exceed the amount listed below or five percent of the face amount of a check, draft, or order, whichever is greater up to maximum fee of \$60.00, is hereby imposed for the collection of a dishonored check, draft or other order for the payment of money to the city, a department, agency or activity of the city, or the city, or any city official. The amount of the service fee for each check, draft, or order shall not exceed:

- (1) Twenty five dollars, if the face value does not exceed \$50.00
- (2) Thirty dollars. If the face value is more than \$50.00 but does not exceed \$300.00
- (3) Forty dollars, if the face value is more than \$300.00

South Daytona:

Sec. 2-5- Fee for dishonored checks.

The city hereby establishes a service fee for the collection of any dishonored check, draft or other order of the payment of money to a municipal official or agency. The service fee shall be equal to the highest fee permitted b Section 166.251, Florida statutes (1995), as amended.

Seminole County: No code currently.

ISSUE: High usage and notification.

When customers have a utility bill with high consumption either through causes such as a leak, faulty toilet flapper, or hose left running they want to argue that they should not have to pay for the treated water that went through the meter because they feel that the City should have notified them so they could have limited the amount of the loss.

DISCUSSION: We do not currently have a formal policy in place to establish guidelines for processing high usage accounts and how customers are notified. While current ordinance states there shall be no free water service customers think they should not have to pay for this unusual consumption because the City did not notify them. While staff makes every effort to identify and report all instances of high consumption this is done as a courtesy and does not remove the responsibility of water usage from the account holder.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No code currently

The city shall attempt to notify all customers of any unusual consumption on their account in a timely manner. This service is provided as a courtesy by the city and failure of the city to notify a customer of any unusual consumption shall not remove the responsibility for payment for all water usage recorded by the meter during the regular reading cycle. Responsibility for correcting any unusual consumption shall remain with the customer at all times.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach: No code currently

Daytona Beach Shores: No code currently

Edgewater: No code currently

Ormond Beach: No code currently

Palm Coast: No code currently

Ponce Inlet: No code currently

Port Orange: No code currently

South Daytona: No code currently

Seminole County: No code currently

ISSUE: Hydrant Meter Rentals

DISCUSSION: We do not currently have a policy in placed to establish guidelines for hydrant meter rentals.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No code currently

Hydrant Meter Rentals

A deposit as set by resolution of the City Commission is required on all hydrant meters for commercial use. Monthly billing shall be issued and charges shall be based on existing rates. Hydrant meters shall only be issued with the approval of the public works director. Upon return of the Hydrant Meter all final charges will be deducted from deposit and remaining any balance refunded or overages billed to the customer.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach: No code currently

Daytona Beach Shores: No code currently

Edgewater:

Sec. 19-19. - Special provisions for temporary metering

b)

Water used by developers of property shall be metered. Meters may be obtained from the city. Water consumed shall be billed in accordance with the applicable rate for the appropriate classification of the user Hydrant meters shall require a Deposit as set forth by resolution of the city council.

(Ord. No. 2012-O-05, Pt. A, 6-4-12)

Ormond Beach:

Sec. 3-57. - Potable water system.

For temporary connection to the city water system for construction not involving new lines, a Metered connection to a fire hydrant is allowed following request and deposit of \$1,000.00. The meter shall be supplied by the city and use charges levied in accordance with the commercial use schedule then in effect. Upon payment of the final bill, the deposit shall be refunded.

Palm Coast: No code currently

Ponce Inlet:**APPENDIX A - FEES, RATES AND CHARGES^[1]**

(3)

Fire hydrant meter assembly deposit. A deposit of \$1,500 is required on all fire hydrant meter assembly units. A refund is issued upon valid inspection by town staff as to condition of unit when returned. Any deductions for damages will be taken from the deposit along with a \$200.00 wear and tear charge. The remaining balance of the deposit will then be refunded to the customer.

Port Orange: No code currently**South Daytona: No code currently****Seminole County:****Sec. 270.201. - Water service fees.**

(e)

Contractors using fire hydrants as a water supply shall be charged at the applicable rates set forth by Resolution in such fee schedules adopted by the Board.

ISSUE: Irrigation meter

DISCUSSION: We do not currently have a policy in place to establish guidelines for irrigation meters. We currently have irrigation meters throughout the commercial corridor.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No code currently

Irrigation meters

The city shall require a separate meter for irrigation purposes. Potable water use shall be permitted for Irrigation purposes on commercial properties. The city prohibits irrigations meter for residential properties. All fees associated with an irrigation meter will be set by resolution of the City Commission. Water consumption rates shall be the same as all other potable water meters. Irrigation meters shall comply with the City's cross connection control program. No sewer charges shall be applied to irrigation meters.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach:

Sec 98-173-system installation in new developments

(c) A developer shall record deed restrictions on all lots/tracts where reuse is required. The restriction shall state that only reuse water shall be used for irrigation, that irrigation meter are prohibited and that use of portable water for irrigation is prohibited

Daytona Beach Shores: No code currently

Edgewater:

Sec 19-123 Required use of reclaimed water

(a) Connection to the reclaimed water system for a single family residential lots shall be a voluntary basis except that existing irrigation meters shall be disconnected from the portable water system and reconnected to the reclaim water system when reclaimed water becomes available.

Ormond Beach:

Sec 22-29 Special provision for water for irrigation

Separate meter authorized. Subject to the conditions set forth in the section, upon the request of any customer and upon payment of the fees and charges herein authorized and established, the city shall for such customer a separate water meter for the purpose of measuring the amount of water used by such customer only for irrigation.

Palm Coast:

Sec 49-68 connection of buildings

Lawns and other irrigation system may be serviced by a separate water supply system provided that no interconnection of any kind will be permitted between the private system and the public utility system its water mains utility water service line, customers water service line building potable water plumbing pipes nor any pipe or line connected or extended from any aforesaid and only if reclaimed water service is not available to the lot.

Ponce Inlet: No code currently

Port Orange:

Sec 74-35 Water used for irrigation

(b) Potable water use for irrigation purposes shall not be permitted when another source of water such as stormwater reclaim water or private well water. No additional irrigation meter (irrigation water only-second meter) shall be permitted inside or outside of the city limits connected to the city potable water system as of September 18, 2007.

South Daytona:

Sec 20-166 Use of reclaimed water system

The use of the city reclaimed water system shall be limited to irrigation purposes only

Seminole County:

Sec 270-225

The county reclaimed water system is presently available for the primary purpose of irrigation.

ISSUE: Late notices

DISCUSSION: Currently the city has a practice of mailing late notices approximately three days after the original bill due date. Our current ordinance does not have a requirement to mail late notices. However, late notices are being mailed as a courtesy notification of pending utility shut off. Currently the City sends an average of 1,150 late notices a month at a postage cost of \$0.34 per notice.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

Sec 70-132 Billing and collection procedure.

Billing for water shall be rendered monthly, and no discount shall be allowed for prompt payment thereof. If any bill shall not be paid before the 20th day following the original date of billing, a charge equal to 15 percent of the amount of such bill or an amount established by resolution, whichever is greater, shall be added thereof. If any bill shall not be paid within 30 days of the original date of billing, service shall be disconnected.

Proposal: Eliminate the mailing of late notices as new water bill can indicate shut off date for each billing cycle.

Estimated Savings: \$5,000.00 annually.

OTHER CITY CODE OF ORDINANCES:**Daytona Beach:****Sec. 98-68. - Penalty for delinquent payment.**

Any person who fails, refuses or neglects to pay the billing for water, solid waste, stormwater utility and/or sewer service as required by this division shall be subject to a penalty charge of ten percent of the amount of the bill.

(Code 1970, § 48-31)

Daytona Beach Shores:**Sec. 12-13. - Billing for fee collection**

(c) If payment on any account billed in advance is not received within 28 days following the date of the bill, a late charge equal to ten percent of the unpaid balance shall be added thereto. If payment on any account billed in advance is not received within 58 days of the date of the bill, the account shall be considered delinquent, and service on the account will be discontinued. In the event service is scheduled with the city's contractor to be discontinued, service shall be restored only after all delinquent and current charges on the account are paid, along with a \$25.00 service continuation charge and a \$25.00 reinstatement fee if service has actually been discontinued.

Edgewater:**19-6. - Payment of bills; service charges**

Rates for water, wastewater, reclaimed water, stormwater, refuse and recycling services shall be as established by resolution of the city council. Bills for the monthly fee for water, wastewater, reclaimed water, stormwater, refuse and/or recycling services shall be payable as of the billing date. A delinquency charge as established by resolution of the city council for utility service(s) shall be charged against the customer by the city if the

customer shall fail to pay the charges due for those utility service(s) within 20 days of the billing date of said charges. Should there be a failure by the customer receiving utility service(s) to pay the bill in full for said service not later than 30 days from the billing date for said service, then said service may be terminated and shall not be reinstated after discontinuance until all past due water, wastewater, reclaimed water, stormwater, refuse and/or recycling bills are fully paid, together with said delinquency charge for past due bills and payment of a service charge as established by resolution of the city council for reinstatement during normal working hours. A service charge as established by resolution of the city council shall be imposed for reinstatement made during other than normal working hours.

Ormond Beach:

22-27. - When bills rendered, due; discontinuing service for nonpayment; reconnection charge.

Bills for water shall be rendered monthly, are due when rendered, and shall be paid within fifteen (15) days following the original date of billing. A ten (10) per cent late charge shall be assessed on all bills paid later than twenty (20) days after being rendered.

Palm Coast:

24-138. - Delinquent charges; penalties.

(a)

If any bill for current monthly or annual charges remains due and unpaid 20 days from the utility bill date, a delinquent (late) fee shall be charged to the customer account, in accordance with the provisions of a fee resolution adopted by the City.

Ponce Inlet:

Sec 78-99-Billing, delinquent accounts.

- (a) If any bill for sewer service remains unpaid for 20 days from the date of submission of the bill for such service (date of billing), interest as set forth in PartXI of appendix A shall be imposed and be added to the bill. If the bill remains due and unpaid for a period of seven days from the date of second billing, the water service to the consumer shall be disconnected without further notice.

Port Orange:

Sec 2-240.5- Miscellaneous billing and delinquent accounts

In addition to any other remedies or penalties provided by this or any other ordinance of the city, failure of any customer within the city to pay such service charges promptly when due shall subject such customer to discontinue of further city service without notice.

South Daytona:

Sec 20-70- bills for water and sewer service, delinquency service for non-payment service continuation charge reconnect service charge, disconnect fee.

- (a) Utility bills shall be rendered monthly, and no discount shall be allowed for prompt Payment thereof. Payment will be applied first to public service tax and then to

Stormwater drainage fees, penalties miscellaneous fee and garbage collection fee if such charge apply, then to sewer charge and lastly to charge for water. If payment on any bill is not received within (20) days following the date of the bill, a late charge equal to ten percent (10%) of the unpaid balance shall be added thereto. If payment on any bill is not received within twenty none (29) days of the bill date, service on the account shall be disconnected.

Seminole County:

Sec. 270.201. - Water service fees.

(c)

Water service and wastewater service charges shall be billed and collected monthly by the County bills are due and payable prior to the next billing date. If the bill for water service, or wastewater service shall be and remain unpaid on or after subsequent billing date, the water service shall be disconnected and shall not be reconnected until all past due charges are fully paid in addition to a reconnection fee.

ISSUE: Minimum disconnect amount

DISCUSSION: We do not currently have a policy in place to establish guidelines for a minimum amount that we do not disconnect service. Our current practice is to not shut off bills for less than \$25.00.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No code currently

Minimum cut off amount

It shall be established that no service will be disconnected for a delinquent bill of less than \$15.00.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach: No code currently

Daytona Beach Shores: No code currently

Edgewater:

Sec 19-6- payment of bills, service charge.

Rates for water, wastewater, reclaimed water, stormwater, refuse and recycle services shall be as established by resolution of the city council. Bills for a monthly fee for water, wastewater, reclaimed water, stormwater, refuse and/or recycle services shall be payable as of the billing date. A delinquent charge as established by resolution of the city council for utility services shall be charged against the customer by the city if the customer shall fail to pay the charges due for those utility services within 20 days of the billing date of said charges. Should there be a failure by the customer receiving utility services to pay bill in full for said services not later than 30 days from the billing date for said services, then said services may be terminated and shall not be reinstated after discontinuance until all past due water, wastewater, reclaimed water, stormwater, refuse and/or recycling bills are fully paid, together with said delinquency charge for past due bills and payment of a service charge as established by resolution of the city council for reinstatement during normal working hours. A service charge as established by resolution of the city council shall be imposed for reinstatement made during other than normal working hours. No service will be discontinued for a delinquent bill for less than \$50.00

Ormond Beach: No code currently

Palm Coast: No code currently

Ponce Inlet: No code currently

Port Orange: No code currently

South Daytona: No code currently

Seminole County: No code currently

ISSUE: New accounts are not opened when the property owner owes a debt to the city.

DISCUSSION: We do not currently have a formal policy in place to establish guidelines to enforce procedure for account opening when owner owes a balance to the city.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No code currently

It shall be the responsibility of the property owner to pay all outstanding balances owed to the city before an owner or new tenant shall be allowed to open a new account. This shall apply to all properties owned by the same owner. All outstanding balances from all property owned by the same owner shall be paid in full before any new account will be opened. Any new account opened by a residential tenant shall also require the property owner to have a current business tax receipt before the account will be opened.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach: No code currently

Daytona Beach Shores: No code currently

Edgewater: No code currently

Ormond Beach: No code currently

Palm Coast: No code currently

Ponce Inlet: No code currently

Port Orange: No code currently

South Daytona: No code currently

Seminole County: No code currently

ISSUE: Owner responsibility for charges when an account has no active service

DISCUSSION: We do not currently have a policy in place to establish guidelines to enforce payments of bills for vacant accounts.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No code currently

Owners responsibility for bills when no active service

It shall be the responsibility of the property owner to pay bills monthly when vacant bills are generated. Owners are also responsible to pay all outstanding balances before opening any new services for tenants.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach: No code currently

Daytona Beach Shores: No code currently

Edgewater: No code currently

Ormond Beach: No code currently

Palm Coast: No code currently

Ponce Inlet: No code currently

Port Orange: No code currently

South Daytona: No code currently

Seminole County: No code currently

ISSUE: Payment Arrangement Plan

DISCUSSION: We do not currently have a policy in place to assist our customers that are having financial hardship, that provides additional time to pay their utility bill.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No Code currently.

Payment Arrangement

Customer with an unusual high bill due to unforeseen circumstances or a water leak would be granted a payment arrangement with the following criteria. Account has to be established for more than 12 months with no late payments. Customer will only be eligible once every 2 years. Payment arrangements will follow the regular billing cycle for due dates.

If terms of the payment arrangement agreement are not met, the full balance becomes due immediately and is subject to immediate disconnection of utility services.

Pay arrangement will not exceed 6 months.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach: No code currently

Daytona Beach Shores: No code currently

Edgewater: No code currently

Ormond Beach: No code currently

Palm Coast: No code currently

Ponce Inlet: No code currently

Port Orange: No code currently

South Daytona: No code currently

Seminole County: No code currently.

ISSUE: Prorate bills

DISCUSSION: We do not currently have a policy in placed to establish guidelines on prorating a customer bill.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No code currently

Prorate bill

The utility fees will be prorated on a utility customers initial and final bill to reflect actual days of service used. Garbage or refuse charges will not be prorated.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach: No code currently

Daytona Beach Shores: No code currently

Edgewater: No code currently

Ormond Beach: No code currently

Palm Coast: No code currently

Ponce Inlet: No code currently

Port Orange: No code currently

South Daytona: No code currently

Seminole County: No code currently

ISSUE: Receipt of payment.

The City receives payment through a variety of methods. Each of these methods are processed differently and staff would like to provide clear direction for both employees and our citizens on how these transactions are handled.

DISCUSSION: The current practice of the City is as proposed below. No formal policy exists.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No code currently

All mail payments are posted to the date on which they are physically received in the utility billing office. Payments made in the drop box after 8:30am on any business day shall be posted to the next business day. Payments received through the City's online payment system or Interactive Voice System(IVR) before 12:00am are posted to customer accounts to the next business day. Payments processed through any Third-Party agencies are posted to the next business day. All over the counter payments received after 2:00pm are posted to the next business day.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach: No code currently

Daytona Beach Shores: No code currently

Edgewater: No code currently

Ormond Beach: No code currently

Palm Coast: No code currently

Ponce Inlet: No code currently

Port Orange: No code currently

South Daytona: No code currently

Seminole County: No code currently

ISSUE: Rates to repair broken equipment

DISCUSSION: Currently policy in place to establish guidelines for charges to damaged equipment.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No code currently

Sec 70-99

It shall be unlawful for any property owner or tenant to Tamper with or in any way damage any portion of the water, sewer , stormwater or reuse system of the city. In the event there is any damages caused by any portion of the water, sewer, stormwater or reuse system and the city is able to reasonable determine that the damages was caused by the utility owner. There will be charges set by the Resolution, and the current active account holder or the property owner if there exists no active account shall be billed the actual cost of parts plus a fee for labor.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach:

Sec 98-1- Tampering with valves and meters, defacing, injuring waterworks apparatus sewer system or reuse system

It shall be unlawful for any person to tamper with any valve or meter or to shut off or let on water into or from any pipes or to injure deface or impair any part or appurtenance of the city waterworks, sewer system, or reuse system. Where applicable, the city manager may impose the cost of repairing or replacing damaged meters or water works in the utility bills

Daytona Beach Shores: No code currently

Edgewater:

Sec 19-22- Tampering with meters, tap

It shall be unlawful for any person to open a hydrant or tap, or to take water therefrom, or in any manner to tamper with any meter.

Ormond Beach:

Sec 22-1- Tampering with, injuring facilities.

It shall be unlawful for any person to open a hydrant or tap, or take water therefrom, or in any manner to tamper with any meter or extend water pipes, or upon or use any sealed fixture placed in or about a building exclusively for fire protection except in case of fire or to tamper with remove injure or deface any hydrant tap or meter or to cover p remove or injure any curb or meter box without being authorized to do so by proper authority.

Palm Coast: No code currently

Ponce Inlet:

Sec 78-58-damaging or tampering with facility

It shall be unlawful for any person to tamper with any meter, or shut off or let on water into or from any pipe. Or to injure, deface or impair any part or appurtenance of the town waterworks or to throw or cast anything into any reservoir of the works.

Port Orange:

Sec 74-40-Tampering with system prohibited

It shall be unlawful for any person to open a hydrant or water tap or to take water there from, or in any manner to tamper with any meter or extend water pipe. Or open or use any sealed fixture placed in or about a building exclusively for fire protection except in case of fire, or to tamper with remove injure or deface any hydrant ,tap meter or to cover up, remove or injure any curb or meter box, without being authorized by permit to do so.

South Daytona:

Sec 20-42- charges for broken lock, water obtained after service terminated.

(c) If water has been discontinued and the water account closed, it shall be a violation of the city code of ordinance for an individual to remove the water lock from the water meter or turn the water. Violations shall be prosecuted in the same manner as other code violations. If any individual is found guilty in addition to the fines normally levied for code violations, the twenty dollar charge for the damaged lock and the charge for the amount of water used shall be added to the next water bill for the structure that received the benefit of the illegally obtained water. If such structure does not have a water account with the city, then such charges will be added to the fine levied for the code violation.

Seminole County: No code currently

ISSUE: Sewer adjustment for plumbing leaks

DISCUSSION: We do not currently have a policy in place for customers that have had water loss because of a leak.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No Code currently.

Plumbing leak

A customer is eligible for a sewer charge adjustment if the leak is known to have occurred between the meter and customer's property and water loss has not entered into the sewer system. The adjustment shall be based on the customer certifying the water loss has been repaired by either a certified plumbers bill or repair receipt. Upon approval of such request an average of 6 months sewer consumption shall be used to calculate an adjusted balance. A toilet leak or other undetermined water loss does not qualify for a sewer adjustment.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach: No code current

Daytona Beach Shores:

Sec. 12-4.32 Service use charge

2. Sewer credits shall be issued for water line breaks due breakage or for water used to fill pools or cooling towers or for water used for irrigation and sprinkler system which do not impact the sanitary sewer system when such occurrences are found to have been proven to have occurred by the customer receiving service. Any person wishing to receive credit for filling a pool must notify the city and pay a \$15.00 service charge at least 48 hours in advance. The city sewer department must read the water meter both before and after a pool is filled for a sewer credit to be issued.

Edgewater: No code currently

Ormond Beach: No code currently

Palm Coast: No code currently

Ponce Inlet: No code currently

Port Orange: No code currently

South Daytona: No code currently

Seminole County: No code currently.

ISSUE: Sewer adjustment for swimming pools

DISCUSSION: We do not currently have a policy in place for customers that have swimming pool and are needing to their bills adjusted because of either a repair or for new construction,

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

No Code currently.

Pool fill adjustments

Sewer credits shall be issued for water used to fill pools. Any person wishing to receive credit for filling a pool must notify the city and pay a service charge set by resolution. Notice of at least 2 business days in advance of the request must be provided to the city. The city water department must read the meter both before and after a pool is filled for a sewer credit to be issued. Pool fill credits shall be available only once per calendar year.

Proposed Fee \$15

OTHER CITY CODE OF ORDINANCES:

Daytona Beach:

Sec. 98-38-Abatement of sewer charges for filling certain swimming pools.

The following shall govern the abatement of a sewer service charges for customers filling and refilling swimming pools when the water does no reenter the city sanitary sewer system:

- (1) Any customer who has a swimming pool served by the city water and sewer system may make an application in writing for abatement of sewer charges for metered water which cannot reenter the city sanitary sewer system when the pool is emptied.
- (2) To obtain this abatement, the customer must make a variance application with the utility billing division so an inspection can be made and a meter reading taken. The reading taken will be used by the city manager to determine the amount of water not entering the sanitary sewer system and the amount to be abated.
- (3) When the exact amount of water cannot be determined, the amount of the abatement of sewer charges under this section will be based on the average usage as determined by the available information.
- (4) The fees for inspection and special meter reading are on file in the city clerks office.

Daytona Beach Shores:

Sec. 12-4.32 Service use charge

2. Sewer credits shall be issued for water line breaks due breakage or for water used to fill pools or cooling towers or for water used for irrigation and sprinkler system which do not impact the sanitary sewer system when such occurrence are found to have been proven to have occurred by the customer receiving service. Any person wishing to receive credit for filling a pool must notify the city and pay a \$15.00 service charge at

least 48 hours in advance. The city sewer department must read the water meter both before and after a pool is filled for a sewer credit to be issued.

Edgewater:

Sec 19-95 Exceptions

- (i) Filling or refilling of swimming pools, except as necessary during construction process, repair, or following any voluntary cessation of use of the pool to prevent leakage of water, and except as necessary to raise the level of water to allow the pools skimmer to properly function, is prohibited. The continuous refilling of swimming pools while leak is occurring is hereby prohibited.

Ormond Beach:

Sec 22-29- Special provision for water for irrigation and swimming pools.

There is a \$15.00 service charge for reading a regular meter when a swimming pool is filled.

Palm Coast: No code currently

Ponce Inlet:

Sec 78-95- abatement of sewer service charge for filling swimming pools.

The following shall govern the abatement of sewer service charge for customers filling and refilling swimming pools when the water does not re-enter the towns sanitary sewer system

- (1) Any customer who has a swimming pool served by the town water and sewer system may make an application in writing for abatement of sewer charges for metered water which cannot reenter the towns sanitary sewer system when the pool is emptied.
- (2) A customer may request and receive only one sewer charge abatement per calendar year per swimming pool.
- (3) To obtain this abatement, the customer must make a variance application with the utility billing division so an inspection can be made and a meter reading taken. The reading taken will be used by the town manager to determine the amount of water not entering the sanitary sewer system and the amount to be abated.
- (4) When the exact amount of water cannot be determined, the amount of the abatement for the sewer charges under the section will be based on the average usage as determined by the town manager and the information available.
- (5) The fees for inspection and special meter reading are established in Part XI of appendix A

Port Orange:

Sec. 2-240-Utility billing, delinquent accounts, liens and adjustments.

- (f) Utility billing adjustment credits. Adjustments credit may be issued by the city pursuant to this subsection. Such credit shall be reviewed and approved by the finance

director or his designee

(1) Swimming pool fill. A reduction to a customer sewer charges shall be authorized for swimming pool fills with the presentation of a certification from a pool installer or repairman on the company letter head detailing the date of installation or repair and an estimate of the amount of water added to pool. The certification shall be reviewed against the actual metered consumption so that the customer adjusted sewer billing is at or above the average monthly billing. When no third party verification is possible, a pool fill sewer adjustment shall be performed if the customer request pre and post meter reading to determine the actual consumption. A service charge may assessed by rate resolution for performing these two meter readings which shall offset the amount of the sewer credit.

South Daytona:

Sec. 20-73-Adjustments to water and sewer bills.

Charges may be adjusted when factual circumstances indicate the following:

(3) Swimming pools. An adjustment will be made on the sewer portion for filling of pools provided the customer request either meter be read prior to and after filling the pool, or evidence of pool fill.

Seminole County: No code currently.

ISSUE: Temporary Turn-on for Property Owners, Realtors and Property Managers

DISCUSSION: Current policy only allows for property owners and maintenance companies to open a temporary account if they have a full deposit on file with the City and doesn't allow for realtors, home inspectors and the like to test a facility.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

Sec. 70-124. - Deposit.

- (i) ~~A property owner or property maintenance company (collectively referred to as "applicant") of residential rental property may participate in the city's temporary residential turn-on program on the following terms and conditions:~~
- ~~(1) A temporary residential turn-on application must be completed and submitted to the city along with a \$150.00 deposit to be held in the general ledger account, which shall accrue interest as other utility deposits held by the city.~~
 - ~~(2) To be eligible to participate the applicant cannot have any utility accounts in collection status, all utility account arrearage must be paid in full and all utility accounts in the applicant's name must remain current.~~
 - ~~(3) The applicant can designate up to three individuals who are authorized to activate water service under this program and the application can be amended every six months to add or delete authorized individuals.~~
 - ~~(4) Authorized individuals may contact the city and request the water service be activated under this program. The water service will be activated at 8:00 a.m. on the following business day and shall remain active for either 24 hours, 48 hours or 72 hours, as requested. The water service shall be shut off at 8:00 a.m. on the appropriate business day based on the requested time for service to continue. If the day the service should be turned on or shut off falls on a holiday or weekend, the service shall be turned on or shut off at 8:00 a.m. on the next business day.~~
 - ~~(5) The applicant shall pay all utility charges levied for this temporary service and bills on all other utility account in the applicant's name on a timely basis. If the applicant fails to pay for all utility services when due and fails to keep all utility accounts in the applicant's name current, the city shall remove the applicant from participation in the program, deduct the unpaid balance from the deposit and return the balance of the deposit to the applicant. The applicant will not be allowed to participate in the program unless authorized by the city manager.~~

(I) Temporary water service.

The city shall provide temporary water service for a period not to exceed 48 hours where there is no active account for the service address, to allow for the private inspection of the service address's plumbing, so long as neither the current occupant of the service address nor the party requesting the connection are in arrears on a city utility account, and subject to payment of a temporary connection fee as may be established by resolution of the city commission. Usage exceeding 2000 gallons shall be billed at the current usage rates.

Proposed fee of \$20.00.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach:

Sec. 98-39. – Temporary water service.

The city shall provide temporary water service for a period not to exceed 48 hours where there is no active account for the service address, to allow for the private inspection of the service address's plumbing, so long as neither the current occupant of the service address nor the party requesting the connection are in arrears on a city utility account, and subject to payment of a temporary connection fee as may be established by the city commission pursuant to section-98-31 and 98-32

Daytona Beach Shores: No code currently conforms to Daytona beach and Port orange connection requirements

Edgewater: No code currently

Ormond Beach:

Sec. 22-20- Account service charge established.

- (a) For residential service connection of more than 2 days, there will be a fifteen (\$15.00) water account service charge whether it is a transfer, vacation cutback or a new customer. The charge is not applicable for the original installation of a meter.
- (b) For residential service connection of two (2) days or less, there will be a twenty dollar (\$20.00) prepaid fee.

Palm Coast: No code currently

Ponce Inlet:

Sec 78-94- Fees and charges

- (e) The monthly sewer utility charge shall not be suspended during vacation periods or such periods of time that a property is vacated and not less than the minimum monthly charge will be levied as provided and established by this section.

Port Orange:

Sec. 74-33 Charges for water

- (c) The monthly water charge shall not be suspended during vacation periods or such periods of time that a property is vacated and the minimum charge (availability charge) shall be levied in the amount as provided and established by resolution of the city council.

South Daytona:

Sec. 20-32- Minimum advanced security payment; meter rate; service charge; consumption charges; minimum use; interest on minimum advanced security payments.

(f) The rental property management will notify the city when they wish to have utilities provided to a vacant residential unit for cleaning purposes. The rental property management or owner will be billed for water and sewer used, but in no case will the amount be less than the minimum billing for one (1) month.

Seminole County: No code currently

ISSUE: Suspended Accounts (Vacation turn-on)

DISCUSSION: We do not currently have a policy in place for customers that leave for an extended period of time to keep their account opened.

HOLLY HILL CODE OF ORDINANCES:

(Proposed additions and deletions in strikethrough/underline format)

CURRENT CODE:

Sec. 70-125. - Usage charges generally.

- (f) ~~The monthly potable water charge shall not be suspended during vacation periods or such periods of time that a property is vacated and the minimum charge (renewal and replacement fee) shall be levied in the amount as provided and established by resolution of the city council.~~

Proposed New Code:

Sec. 70-125. - Usage charges generally.

(f) Suspended Accounts (Vacation Turn-OFF/ON)

At the request of a customer the minimum monthly water, sewer and trash charges shall be suspended for a period based on the following conditions:

- 1) Applies to residential properties only.
- 2) Minimum time frame of 2 months and maximum time frame of 6 months.
- 3) Minimum one business day notice to suspend or reactivate an account.
- 4) Account must be brought current on all charges before being placed in suspended status. Current shall be defined as all past due charges plus any penalties, interest and delinquent fees have been paid in full.
- 5) Account holder must prepay renewal and replacement fees for the estimated months of suspension. If suspension period is longer than estimated renewal and replacement fees will be billed on a monthly basis.
- 6) Monthly Trash charges are not prorated. Water and Sewer charges will be prorated for days of usage. Account holder is responsible for timely payment of all prorated charges from period of last billing to date of suspension. Account holder may also receive a partial bill for the partial month of service upon reactivating the account.
- 7) All deposits on file at time of suspension shall remain with the account but will not be applied to an accounts charges until it becomes a final or terminated account.
- 8) Suspended accounts are subject to all regular payment requirements and are subject to termination for non-payment.
- 9) The account holder shall pay an account suspension turn-off fee as established by resolution of the City Commission at the time of the initial request for account suspension.
- 10) Upon request for reactivation of the account the account will be billed an account reactivation fee as established by resolution of the City Commission. If utilities are turned back on by anyone other than the City, without proper notification of the City, there shall be an additional non-notification fee as established by resolution of the commission.
- 11) Deposit Interest shall be applied to suspended accounts following the standard procedure established by the City.
- 12) Any account exceeding the 6 month suspension period shall be considered closed and shall have its deposit applied to any outstanding charges and be issued a final bill or the remainder of the deposit refunded to the account holder if outstanding charges are less than the deposit on file.
- 13) Any special assessments, taxes or other monthly charges shall continue to be billed on a monthly basis as applicable.

(g) Terminated or Final Accounts

- 1) Upon termination of any account a Vacant account shall be created in the property owner's name.
- 2) All renewal and replacement fees shall continue to be billed on a monthly basis to the property owner.

OTHER CITY CODE OF ORDINANCES:

Daytona Beach: No code currently

Policy: Charge \$15.00 Maximum of six months. After six months account automatically activated.

Daytona Beach Shores: No code currently conforms to Daytona Beach and Port Orange connection request.

DeLand: Base facility fees do not stop billing regardless of consumption even if meter is off for non-payment.

Edgewater: No code currently.

Ormond Beach:

Sec. 22-70 Deposit required, established.

(b) In the event of “vacation off” account status, interest shall be credited on the first statement following reactivation of the account.

Policy: A 24 hour notice must be given and service must be for more than 30 days Account is only billed a \$8.00 monthly fee for stormwater fees.

Orange City:

Offers a seasonal program for its citizens. If a customer wishes to take part in this program, they require the customer to let office know they are leaving the city temporarily. Once the customer lets office know, they are informed of the fees that are part of this program. The fees are as follows:

Seasonal Turn -off Fee (5 or more day notice) \$30.00

Seasonal Turn -off Fee (less than 5 day notice) \$40.00

The account will go into a seasonal status, where it will not be billed until the customer arrives back into the city. There are additional fees once the customer wishes to be taken off the seasonal program. These fees are as follows:

Seasonal Turn-on Fee (5 or more days notice) \$30.00

Seasonal Turn-on Fee (less than 5 day notice) \$40.00

Palm Coast: No code currently.

Ponce Inlet:

Sec 78-63 Applicability of minimum monthly charge, voluntary suspension of service

(b) In order to prevent unauthorized water usage while customer is on vacation, such customer may request that the town turn off his meter at no cost to the customer. Such customers will not be required to pay the re-connect fee if at least 10 days advance notice received by the town of the need to resume service. The owners of rental property will also be required to pay the minimum utility service charge each month while such property is vacant.

Policy: Account is not billed for trash if they are going to be gone for 1 month or more, all other rates apply

Port Orange:

Sec. 74-33-Charges for water service

(c) The monthly water charge shall not be suspended during vacation periods or such periods of time that a property is vacated and the minimum charge (availability charges) shall be levied in the amount as provided and established by resolution of the city council.

Policy: Service is for 3 months or more and only garbage is reduced by half, and minimum availability fees are charged.

South Daytona: No code currently

Policy: Service is for 3 months or more and they charge a flat fee of \$20.00 Monthly bills will be \$9.00 for stormwater fees.