

**A RESOLUTION FORMALLY ADOPTING PROCEDURES USED BY THE CITY OF MONTE VISTA
TO ASSIST UTILITY CUSTOMERS**

WHEREAS, the City of Monte Vista recognizes that its customers may, from time to time, have difficulty paying their water and sewer utility bills;

WHEREAS, the City Council desires to assist customers in need of utility billing adjustments;

WHEREAS, on May 4, 2017, the City Council passed Ordinance No. 879, thereby repealing redundant procedures with respect to City utility billing adjustments;

WHEREAS, the City Council seeks to document existing procedures customers may follow to request utility billing assistance from the City; and

WHEREAS, the City Council hereby approves the following methods to assist utility customers with billing adjustments:

WATER LEAKS:

- Once a leak has been identified, a customer will have 30 days to repair said leak. Once the leak is repaired, the customer shall provide repair documentation to the City of Monte Vista to be eligible for a 50% bill adjustment of up to 30 days of services.
- No adjustment will be given for any days past the 30-day window, excepting repairs that are prevented from being completed due to weather conditions, subject to the City's approval.

EQUAL PAY:

- Customer must be current on their utility bill to be eligible to enroll in Equal Pay.
- Customer must pay their Equal Pay bill in full and on time every month.
- Customers delinquent while enrolled in Equal Pay will be removed from the program. Said customer will be placed back on a regular bill pay cycle, will be subject to the policies of the regular bill pay program, and will not be able to re-enroll in Equal Pay for a minimum of six (6) months.

ONE-TIME EXTENSION:

- Every City customer is eligible for a payment extension one (1) time per calendar year.
- If granted an extension, customer must pay both current and past due bills in full within 60 days to avoid shut off.

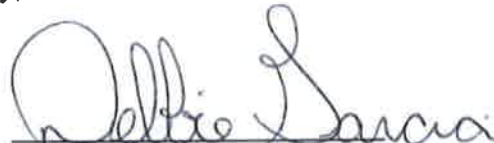
ACCOUNTS DUE FOR SHUT-OFF FOR NON-PAYMENT:

- Failure to pay past due amounts will result in a shut-off notice sent to the customer. Past due payments must be made no later than 1pm on the shut-off day on the notice to avoid shut-off.
- No payment arrangements will be accepted on accounts due for shut-off, excepting the City approved one (1) time per calendar year extension policy.

Failure to pay for services in compliance with any of the above-enumerated payment arrangements may result in services shut-off consistent with the City of Monte Vista's payment policies. Services will be restored during normal business hours once past due payment is received in full.

NOW THEREFORE, BE IT RESOLVED THAT the City Council desires the City's Utility customers to be eligible for periodic billing adjustments and approves the above-enumerated methods for providing such assistance to the City's Utility customers.

READ, APPROVED, AND SIGNED this 4th day of May, 2017.


Debbie Garcia, Mayor

ATTEST:



Unita A. Vance
City Clerk