

PAST DUE UTILITY CHARGES POLICY

City of Reading, KS

Effective October 3, 2024

(Passed by the City Council at the October 3, 2024 meeting)

Definitions:

- Homeowner: is the person listed with the Lyon County Clerk as the owner of the property.
- Renter: is a person who does not own the property and/or the property is not listed with the Lyon County Clerk stating the renter as the owner of the property.
- Responsible Party: The person responsible for the account balances and fees is the person who paid the initial utility deposit on the account.
- Delinquent Account: an account overdue for 90-days becomes inactive and eligible to be sent for collection.

Balances not paid by the 20th of the month (30-day notice).

All utility bills are due on the 15th of the month. A disconnect/shut-off notice will be hand delivered to the property address of the past due utility bill on the morning of the 16th or the first business day following the 16th. If payment is not made by the 20th of the month, utilities will be disconnected/shut-off. If the 20th of the month falls on a Saturday, Sunday or holiday, the utilities will be disconnected/shut-off on the first business day following the 20th.

- If utilities are disconnected/shut-off, a reconnection fee of \$50.00 will be charged.
- If the customer is a renter, a notice will be sent to the landlord/property owner.
- The City of Reading will pick up the customers trash cart(s).
- Base rates will continue to be charged, less trash cart(s).

Balances over 60 days.

If payment is not received within 60 days, the City of Reading will take the following actions:

- Customer must pay account in full – (utility bill balance) and the reconnection fee of \$100.00 to have utility services restored.
- If the delinquent customer is a renter, the landlord/owner of the property will be notified by letter of the non-payment and that utilities are currently shut off.
- Base rates will continue to be charged, less trash cart(s).

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Balance over 90 days.

If payment is not received within 90 days the City of Reading will take the following actions:

HOMEOWNERS:

- The name, address and balance due will be sent for collection by one of the following: the Lyon County Clerk, requesting the total amount due on the account be added to the tax roll for collection, Kansas Set-Off Program or to small claims court.
- The account will become inactive and base rates will not be charged after the account has been sent to the collections.

RENTERS:

- The name, address and balance due will be sent to the Kansas Set-Off Program or small claims court.
- The account will become inactive and base rates will not be charged after the account has been sent for collection.

When a delinquent account is sent for collection, any associated costs or fees will be added to that account. Should the homeowner or current renter resolve the delinquent account as described below, the city will remove the account from the collection agency. Once the delinquent account has been sent, the responsible party must do the following to restore services:

HOMEOWNER:

- All past-due balances need to be paid in full.
- A reconnection fee of \$200.00.
- Fees are non-refundable.

RENTER:

- If the current renter is returning:
 - All past-due balances need to be paid in full.
 - A \$200.00 reconnection fee.
 - Fees are non-refundable.
- New renter to the property – A utility service deposit of \$275.00 will need to be paid and a Utility Service Application form will need to be completed.

Graduated Reconnection Fees:

- 30 days = \$50.00
- 60 days = \$100.00
- 90 days or more = \$200.00