

Town of Ocean View Water Collection Policy

POLICY

It is the policy of the Town to promptly collect amounts owed in order to meet its budgeted expenditures. Property owners within the Town's Water System district should remit balances owed in accordance with payment terms provided for in Chapter 213 of the Town Code. Collection efforts should be timely and consistently applied. Collection efforts should follow a progressive series of increasingly firm letters and may, for seriously delinquent accounts, require involvement from the Town Solicitor and/or disconnection of water service.

PROCEDURES

Invoices mailed on behalf of the Town by Tidewater Utilities, Inc. ("TUI") should be paid within 30 days of receipt. Interest may also be assessed at the rate of 1.5% per month.

Those customers failing to pay any balance due to the water system shall incur an interest fee of 1.5% of the outstanding charges due each month until payment is made. This interest fee shall be assessed 30 days following the date a charge is due.

In addition to the fees set forth in Chapter 213 of the Town Code, the costs to be assessed in all legal proceedings brought pursuant to this chapter may include reasonable attorney's fees incurred by the Town in connection with each proceeding.

DISCONNECTION FOR NONPAYMENT - Water service may be disconnected by the Town of Ocean View for nonpayment of water service bills, pursuant to the following procedure:

1. A water service bill shall be delinquent if it is not paid by the end of the month following the month of billing.

<u>Month of Billing</u>	<u>Payment Due Date</u>
January	February 28
April	May 31
July	August 31
October	November 30

Upon delinquency of any water service bill, the Town of Ocean View shall send notice to the owner and tenant of the property that water service will be disconnected at the property due to nonpayment of water service bills, at a date stated in the notice, the disconnection date to be not sooner than 10 days following the date of mailing or following the hand delivery of the notice.

2. The notice shall be sent by first class with proof of mailing or hand delivery to the owner of any property provided with water service in the Town of Ocean View at the last known billing address of such owner. The notice shall also be sent to any tenant of the property provided with water service in the Town of Ocean View.

3. A similar notice may be posted on the structure receiving water service. Posting will suffice as notice to the tenant.

4. The notice shall notify the property owner and tenant that disputed bills may be brought to the attention of the Town Manager of the Town of Ocean View within three business days following the date of mailing, hand delivery or posting, whichever is later, in order that the Town Manager may review the accuracy of the bill.

5. Disconnection Fees will be in accordance with Chapter 213 of the Town Code.

RECONNECTION FEES

1. A reconnection fee shall be paid to the Town of Ocean View, in addition to the payment of water service bills which are in arrears, in order that water service can be restored. A reconnection fee shall be paid to the Town of Ocean View for each subsequent reconnection for nonpayment within a period of one year.

2. Charges for water service shall be a lien upon the premises pursuant to 25 Del. C. Chapter 29 or as it may hereafter be amended. Such lien shall have preference and priority as set forth therein.

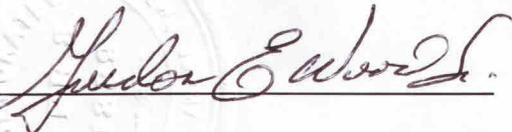
3. Reconnection Fees will be in accordance with Chapter 213 of the Town Code.

SERVICE RESTORATION

1. All delinquent charges, including Disconnection and Reconnection Fees, must be made to the Town of Ocean View by cash, certified check or money order. Payment is to be made at the Town offices located at 201 Central Avenue, Ocean View, DE 19970. No payment arrangements will be made once water service is disconnected.

THE FOREGOING WATER COLLECTION POLICY AND PROCEDURES ARE HEREBY ADOPTED BY THE TOWN COUNCIL OF THE TOWN OF OCEAN VIEW ON THIS 10TH DAY OF SEPTEMBER, 2013.

Mayor



Gordon Edwards

Town Clerk



Thomas M. Schwartz

9/10/2013