

ORDINANCE NO. 1-24

AN ORDINANCE AMENDING CHAPTER 13.03 OF THE
CASPER MUNICIPAL CODE REGARDING UTILITY BILLING
AND COLLECTION.

WHEREAS, the governing body of the City of Casper has the authority to adopt ordinances and resolutions necessary for the health, safety, and welfare of the City of Casper and its citizenry pursuant to Wyoming State Statute § 15-1-103(a)(xli); and,

WHEREAS, the governing body of the City of Casper may perform all acts in relation to concerns of the City necessary to exercise its corporate powers; and,

WHEREAS, the Casper Municipal Code needs updated from time to time.

NOW, THEREFORE, BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF CASPER, WYOMING: that the following sections of Chapter 13.03 of the Municipal Code are amended and shall be replaced and codified as follows:

13.03.010 Purpose.

The city supplies municipal utility services for the citizens of Casper. This chapter will provide the procedures for initiating, discontinuing, billing and collection of these services.

13.03.020 Scope.

This chapter shall apply to all property within the city of Casper or any property outside the city that has retail municipal utilities furnished by the city. This chapter does not apply to wholesale water and sewer customers or to customers with specific contractual arrangements.

This chapter shall compliment other chapters of the Casper municipal code, and city rules and regulations regarding water and sewer service.

13.03.030 Definitions.

- A. "Business office" means the business office of the Financial Services Department, Casper City Hall, 200 North David Street, Casper, Wyoming.
- B. "Commercial" means property as defined in the Casper municipal code, Chapter 17 for business enterprises as retailers, wholesale facilities, hotels, motels, restaurants, travel-trailer parks, hospitals and other similar business establishments. This does not imply a specific rate.
- C. "Domestic septage" means the mixed liquid and solids' contents pumped from septic tanks used for receiving domestic wastewater (definition in Chapter 13.20) or wastes from sanitary convenience units.
- D. "New construction" means a building, structure, facility or installation constructed at a site that will generate new water and sewer demand.

- E. "Non-hazardous industrial sump waste" means the liquid and solids contents pumped from sumps, oil and sand interceptors, or grease interceptors receiving industrial wastes (definition in Chapter 13.20) considered non-hazardous in accordance to any state or federal criteria, guidelines or regulations developed pursuant to the Solid Waste Disposal Act, the Clean Water Act, the Resource Conservation and Recovery Act, and state statutes.
- F. "Rate description" means the amount of money that will be charged for a certain service, dependent upon the kind of service received, rather than the property designation. All rates and fees shall be established by resolution of the city council.
- G. "Residential" means a property designation as listed in the Casper municipal code, Chapter 17 including, but not limited to, single-family dwellings; moveable mobile homes; modular homes; multi-family dwelling units, such as duplexes; townhouses; condominiums; apartments; churches; schools; day care (adult, family and group); parks; playgrounds; historical sites; golf course; and, other similar recreational facilities used during daylight hours. This does not imply a specific rate.
- H. "Temporary fire hydrant usage" means a fire hydrant used for delivering water needed for public or private works or new building construction purposes (compaction, dust control, etc.)
- I. "Paperless Billing" means a customer receives an electronic version of their bill and no paper statement will be mailed to the customer.
- J. "Active Account" means the account has not been closed by request of the customer or by the city due non-payment, or customer refusal to comply with any federal, state or municipal regulations governing municipal utility service. Disconnection of service does not close or deactivate the account.
- K. "Good Payment History" means no late payments for a twelve-month rolling period.

13.03.040 New construction.

- A. Applications for new construction installations for water and sewer service shall be made to the Engineering Department, 200 North David Street, Casper, Wyoming. All applicable charges for new services, including, but not limited to, system investment charges for new services, will be assessed at the time of application in accordance ~~to~~with other chapters of this Casper municipal code and city rules and regulations regarding water and sewer service.
- B. Upon application, the minimum charge for services will be billed until the meter is installed. If water is used for landscaping before the meter is installed, the customer will be charged for twenty-five thousand gallons of water for the billing period.

13.03.050 Connection or change of service.

- A. The property owner, tenant or agent of the owner may request changes in existing services. If a tenant occupies the property, the property owner or agent of the owner may only request changes in existing services ~~with the written approval of the tenant.~~ when the tenant is in a delinquent status. All prior charges related to the service address must be paid in full prior to new services being established.

- B. Service can be obtained by ~~contacting the~~completing a service application with the City's Customer Service Division of the Financial Services Department ~~at 200 North David Street,~~ during normal business hours ~~of eight a.m. to five p.m., Monday through Friday (except holidays); calling the Financial Services Department Customer Service Division between the hours of eight a.m. to five p.m., Monday through Friday (except holidays);~~ or, by utilizing the city's~~City's~~ website, if available. The request for service will include the name of occupant, the tenant(s) and property owner(s) (or agent of the property owner), physical address, mailing address, social security number, day and night time telephone number, employer and requested date of service, and where applicable, a lease agreement with the names of all occupants. All adult tenants are required to have current accounts with the city and co-sign for the new service. Business entities are required to provide the name of the business occupying the property, physical address, mailing address, tax identification number, a day and nighttime telephone number, and articles of organization or substantially similar business entity documents. The request must be made at least three working days prior to the requested starting date. Incomplete ~~website~~ requests will be returned to the customer for additional information.
- C. ~~Tenants~~Owners, businesses, and tenants of rental properties will be required to make a deposit using collected funds unless:
1. They have one year of previous service with the city indicating good ~~credit~~payment history.
 2. There is a co-signor who is currently serviced by the city, with good ~~credit~~payment history, and who is willing to ~~sign for any~~be the primary account holder and share responsibility for delinquent amounts.
 3. They can provide a letter ~~of credit~~ from another utility indicating good ~~credit~~payment history for at least one year.
- D. ~~Any new occupant, owner or agency~~Business entities responsible for multi-family residential buildings will be required to make a deposit calculated by multiplying the deposit amount by the number of units within the building unless:
1. They have one year of previous service with the city indicating good payment history.
 2. There is a co-signor who is currently serviced by the city, with good payment history, and who is willing to be the primary account holder and share responsibility for delinquent amounts.
- E. Applicant can provide a letter of credit from another utility indicating good payment history for at least one year. A partial waiver of the deposit may be granted if the account holder sets up an automatic (ACH) payment from its bank account.
1. The ACH must remain in effect for 12 months to continue with the partial waiver; otherwise, the waived amount will be required at the time the ACH is discontinued to avoid service interruption.
 2. If an ACH is returned as an account closed or an invalid account, payment of the amount due and establishment of a new account must be made within seven days of the attempted ACH payment. If the next ACH payment is again returned due to a closed or

invalid account, the ACH will be discontinued and the waived deposit amount and current charges will be due within seven days of the most recent payment attempt or the account is subject to disconnect and payment of the waived deposit amount, current charges, and all fees associated with delinquency and reconnection.

3. ACH payments returned for insufficient funds must be paid within seven days of the initial attempt to avoid paying the waived deposit amount and disconnection.

4. In the event the ACH is returned three times for any reason, in the twelve months following account opening, the ACH will be discontinued. The current charges and waived deposit amount will become due within seven days of the attempt, otherwise, the account is subject to disconnection, payment of the waived deposit amount, payment of current charges, and payment of any fees associated with delinquency and reconnection.

F. When the current occupant notifies the city they are vacating the property, the city will post a seventy-two hour notice before services will be disconnected to allow the new customer time to transfer the utilities to their name without a break in service.

G. If a tenant(s) is delinquent and refuses to pay for services used at the property, the property owner is responsible for payment to the city for services provided at the owner's property. The property owner(s) shall pay the city all delinquent amounts owed within thirty days of written demand by the city manager or city finance director. If the owner refuses to pay the bill for service(s), the city may disconnect service(s) to the property. The owner is also responsible for paying the city all fees, expenses and commission charged by a collection agency.

13.03.060 Refusal of service.

The city reserves the ~~rights~~right to refuse service to any customer until all federal, state and municipal regulations governing municipal utility service have been complied with by the applicant.

13.03.070 Discontinuance of service.

A. Service may be discontinued for nonpayment. In order to re-establish service, a delinquent turn-on fee and a deposit ~~may be~~are required before service is restored. Service will not be provided if there are any outstanding bills or fees or any violations of this chapter.

B. Customers will be charged a fee if an insufficient funds check or a returned ACH is received by the city. The bank automatically redeposits insufficient funds checks. If an insufficient funds check has been redeposited ~~and is~~or an ACH payment has been returned to the city, the amount will be automatically reversed and applied to the customer's account. The customer will be responsible for any additional charges; interest or penalties accrued to the account. The unpaid balance will be subject to any interest or penalty charges associated with a past due amount. The account will be subject to the city general billing and collection policy; ~~adopted by resolution of the city council.~~

- C. If water service is disconnected because of any misrepresentation, deliberate meter tampering, curb stop tampering or unauthorized connections, service may be restored after the city has received payment for water used, damages to materials, reconnection charges, proper system investment charges and other fees and costs incurred by the city.
- D. A property owner and property managers may ~~have water service transferred~~request to ~~their name automatically when a tenant discontinues services or is shut off~~receive copies of delinquent notices, by completing a landlord agreement form. The landlord agreement will remain in effect until a new property owner requests service, or the landlord who sold the property notifies the city to terminate the landlord agreement.
- E. When water service is temporarily shut-off at the request of the customer and turned on at a later date at the request of the customer, a reconnect water turn-on fee shall be charged to the customer. ~~There~~However, there will be no reconnect fee when the water service is shut off for less than twenty-four hours for repairs to the customer's plumbing system.

13.03.080 Billing.

- A. All bills and notices mailed by the city will be mailed to the street addresses of the property, unless the customer has provided a different mailing address.
- B. All utility billing will be based upon a rate definition rather than a property definition. Property may be designated as commercial in this code; however, they may be charged a residential rate for any of the utilities.
- C. Water billing will be based on meter readings. The bills shall indicate the consumption in one thousand-gallon increments.
- D. Sewer billing for new residential and commercial customers will be based on a usage of ~~six~~seven thousand ~~five hundred~~ gallons per month. If a customer has established usage at a previous address, the new sewer rate will be based on the same usage as the previous address until the next annual re-evaluation.
- E. Residential and commercial sewer billing will be reevaluated each year, based on the average of the actual water usage during ~~the billing period starting after~~ January 1, February, and March.
- F. Each and every property location will receive a separate bill.
- G. Water and sewer minimum charges are not prorated with the billing period is shorter than thirty days.
- H. Customers with an active account will be charged any applicable minimum charges for all utility services during billing periods with no water usage. Minimum charges will be established by resolution.
- I. There may be charges for additional unsubstantiated re-reads. If the meter test reveals that the customer has been over-billed by three percent or more, the customer's bill may be adjusted. If the customer has been billed correctly, or has been underbilled, the city will bill the customer for the meter test. The amount billed will be determined by resolution.

J. Sanitation charges are required on all active residential accounts where the residential service address is located within an area in which collection is serviced by the city. If the account is active with the city, it will incur sanitation charges, along with water and sewer charges. The property will be provided with access to the appropriate container needed for the disposal of solid waste, as set forth in Municipal Code 8.32.040 A.

K. Starting July 1, 2024, Customers will be required to complete an application for services, which allows them to opt in or out of paperless billing at time of application.

13.03.090 Adjustments.

- A. Sewer adjustments may be given if a leak occurred during the sewer evaluation periods.
- B. A bill may be adjusted for a water leak if the following condition applies. The usage on the customer's bill with the leak exceeds by three times the usage amount on the customer's bill for the same period one year previous. The leak adjustment is calculated at ~~forty percent of the difference between the current period usage and the usage billed for the same time period one year previous.~~ 30 % of the total water charges on the qualified bill(s) reflecting the leak. For new accounts with less than 12 months of history, leak adjustments may be completed when the customer's bill shows usage that is 21,000 gallons or more. The new account leak adjustment is calculated at 30% the total water charges on the qualified bill(s) reflecting the leak.
- C. Leak adjustments will only be completed for the three bills prior to the leak being repaired.

13.03.100 Credit, payment terms and collection efforts.

- A. Bills ~~will be~~ are considered delinquent if not paid thirty days after the bill date. Authorized interest and penalty charges will start accruing on this date. A delinquent notice will be mailed to the customer on or shortly after the thirty-first day after the bill date. If the bill remains unpaid forty-five days after the bill date, all utility services will be disconnected.
- B. If the customer's service is disconnected due to lack of payment, and remains unpaid for sixty days; the account shall be closed and turned over for collection.

13.03.110 Temporary fire hydrant usage.

- A. A fire hydrant usage permit must be obtained from the city.
- B. At the time the fire hydrant usage permit is obtained, a hydrant deposit shall be paid for an auxiliary valve, wrench, meter and hose. Upon return of the valve, wrench, meter, and hose, in good condition, the hydrant deposit will be credited toward the amount due for water usage from the hydrant. If equipment is lost or damaged due to customer neglect, appropriate fees shall be charged. The city manager or his designee reserves the right to rescind this privilege at any time.
- C. A fire hydrant operation charge for use of the fire hydrant shall be established by resolution of the city council. Charges will continue until the auxiliary valve, wrench, meter and hose are returned.

D. All water will be metered. Hydrant meters may be rented from the city at a price set by resolution of the city council. Hydrant meters provided by the user and approved for use by the city may be used. The current city of Casper water transmission line wholesale water rate will be charged for erosion control, reinstatement of vegetation of disturbed areas, compaction water, and flushing water used by developers, contractors, and others in addition to the hydrant permit and hydrant operations charges.

The current retail water rate (dependent upon hydrant location) will be charged in addition to the hydrant permit and hydrant operational charges for all other uses, including, but not limited to, sod watering and parking lot washing. Payment and collection policies as listed in Section 13.03.090 will apply.

13.03.120 Domestic septage and non-hazardous industrial sump waste service.

Customers may use the regional wastewater treatment plan for disposing of domestic septage and non-hazardous industrial sump waste. The hauler of the domestic septage or sump waste will be billed on a monthly basis. Customers receiving bills for this service will adhere to the payment and collection policy for non-utility billing customers.

The customer will be responsible for paying the applicable sump waste testing fees directly to the laboratory.

13.03.130 Appeals.

Bills and adjustments may be appealed to the financial services director or his/her designee within thirty days of the bill date or adjustment date. If satisfactory settlement is not reached within thirty days, the customer may appeal to the ~~Casper utilities advisory board~~ City Manager by submitting a written request to the financial services department. ~~If satisfactory settlement is not reached within thirty days with the Casper utilities advisory board, the customer may appeal to the city council by submitting a written request.~~ All decisions made by the ~~city council~~ City Manager will be final.

13.03.131 Payment Arrangements.

Payment arrangements may be granted if a customer is unable to pay their past due balance before their disconnection date. If made, the arrangement would allow the customer to skip the current shut-off period for the service address that is delinquent or at risk of being shut-off. The account must be brought current by the due date of the current bill, which is not yet delinquent. This may allow up to, but will not exceed, thirty days to bring the account current, depending on when they contact the city. Customers must meet the following criteria to be eligible for a payment arrangement on their account.

A. The customer must contact the city prior to their week of shut off.

B. The bill causing delinquency is not the first bill on the account.

- C. Payment arrangements are not allowed on deposits. All deposits must be paid in full before water, sewer and sanitation services will begin.
- D. The customer has had four months of good payment history.
- E. All previous payment arrangements have been paid as agreed.
- F. No more than one previous payment arrangement in the previous twelve-month rolling period is permitted; a total of two payment arrangements in the twelve-month rolling period are allowed, including the one being requested.
- F. A one-time exception may be made for a customer whose water has been disconnected when they have a good payment history on the disconnected account.

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PASSED on 1st reading the ____ day of _____, 2023.

PASSED on 2nd reading the ____ day of _____, 2024.

PASSED, APPROVED, AND ADOPTED on third and final reading the ____ day of _____, 2024.

APPROVED AS TO FORM:

ATTEST:

CITY OF CASPER, WYOMING
A Municipal Corporation

Amanda Ainsworth
City Clerk

Mayor

ORDINANCE NO. 1-24

AN ORDINANCE AMENDING CHAPTER 13.03 OF THE CASPER MUNICIPAL CODE REGARDING UTILITY BILLING AND COLLECTION.

WHEREAS, the governing body of the City of Casper has the authority to adopt ordinances and resolutions necessary for the health, safety, and welfare of the City of Casper and its citizenry pursuant to Wyoming State Statute § 15-1-103(a)(xli); and,

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13.03.030 Definitions.

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13.03.040 New construction.

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- B. Upon application, the minimum charge for services will be billed until the meter is installed. If water is used for landscaping before the meter is installed, the customer will be charged for twenty-five thousand gallons of water for the billing period.

13.03.050 Connection or change of service.

- A. The property owner, tenant or agent of the owner may request changes in existing services. If a tenant occupies the property, the property owner or agent of the owner may only request changes in existing services when the tenant is in a delinquent status. All prior charges related to the service address must be paid in full prior to new services being established.
- B. Service can be obtained by completing a service application with the City's Customer Service Division of the Financial Services Department during normal business hours; or, by utilizing the City's website, if available. The request for service will include the name of the tenant(s)

and property owner(s) (or agent of the property owner), physical address, mailing address, social security number, day and night time telephone number, employer and requested date of service, and where applicable, a lease agreement with the names of all occupants. All adult tenants are required to have current accounts with the city and co-sign for the new service. Business entities are required to provide the name of the business occupying the property, physical address, mailing address, tax identification number, a day and nighttime telephone number, and articles of organization or substantially similar business entity documents. The request must be made at least three working days prior to the requested starting date. Incomplete requests will be returned to the customer for additional information.

- C. Owners, businesses, and tenants of rental properties will be required to make a deposit using collected funds unless:
 - 1. They have one year of previous service with the city indicating good payment history.
 - 2. There is a co-signor who is currently serviced by the city, with good payment history, and who is willing to be the primary account holder and share responsibility for delinquent amounts.
 - 3. They can provide a letter from another utility indicating good payment history for at least one year.
- D. Business entities responsible for multi-family residential buildings will be required to make a deposit calculated by multiplying the deposit amount by the number of units within the building unless:
 - 1. They have one year of previous service with the city indicating good payment history.
 - 2. There is a co-signor who is currently serviced by the city, with good payment history, and who is willing to be the primary account holder and share responsibility for delinquent amounts.
- E. Applicant can provide a letter of credit from another utility indicating good payment history for at least one year. A partial waiver of the deposit may be granted if the account holder sets up an automatic (ACH) payment from its bank account.
 - 1. The ACH must remain in effect for 12 months to continue with the partial waiver; otherwise, the waived amount will be required at the time the ACH is discontinued to avoid service interruption.
 - 2. If an ACH is returned as an account closed or an invalid account, payment of the amount due and establishment of a new account must be made within seven days of the attempted ACH payment. If the next ACH payment is again returned due to a closed or invalid account, the ACH will be discontinued and the waived deposit amount and current charges will be due within seven days of the most recent payment attempt or the account is subject to disconnect and payment of the waived deposit amount, current charges, and all fees associated with delinquency and reconnection,
 - 3. ACH payments returned for insufficient funds must be paid within seven days of the initial attempt to avoid paying the waived deposit amount and disconnection.
 - 4. In the event the ACH is returned three times for any reason, in the twelve months following account opening, the ACH will be discontinued. The current charges and

waived deposit amount will become due within seven days of the attempt, otherwise, the account is subject to disconnection, payment of the waived deposit amount, payment of current charges, and payment of any fees associated with delinquency and reconnection.

- F. When the current occupant notifies the city they are vacating the property, the city will post a seventy-two hour notice before services will be disconnected to allow the new customer time to transfer the utilities to their name without a break in service.
- G. If a tenant(s) is delinquent and refuses to pay for services used at the property, the property owner is responsible for payment to the city for services provided at the owner's property. The property owner(s) shall pay the city all delinquent amounts owed within thirty days of written demand by the city manager or city finance director. If the owner refuses to pay the bill for service(s), the city may disconnect service(s) to the property. The owner is also responsible for paying the city all fees, expenses and commission charged by a collection agency.

13.03.060 Refusal of service.

The city reserves the right to refuse service to any customer until all federal, state and municipal regulations governing municipal utility service have been complied with by the applicant.

13.03.070 Discontinuance of service.

- A. Service may be discontinued for nonpayment. In order to re-establish service, a delinquent turn-on fee and a deposit are required before service is restored. Service will not be provided if there are any outstanding bills or fees or any violations of this chapter.
- B. Customers will be charged a fee if an insufficient funds check or a returned ACH is received by the city. The bank automatically redeposits insufficient funds checks. If an insufficient funds check has been redeposited or an ACH payment has been returned to the city, the amount will be automatically reversed and applied to the customer's account. The customer will be responsible for any additional charges; interest or penalties accrued to the account. The unpaid balance will be subject to any interest or penalty charges associated with a past due amount. The account will be subject to the city general billing and collection policy.
- C. If water service is disconnected because of any misrepresentation, deliberate meter tampering, curb stop tampering or unauthorized connections, service may be restored after the city has received payment for water used, damages to materials, reconnection charges, proper system investment charges and other fees and costs incurred by the city.
- D. A property owner and property managers may request to receive copies of delinquent notices, by completing a landlord agreement form. The landlord agreement will remain in effect until a new property owner requests service, or the landlord who sold the property notifies the city to terminate the landlord agreement.
- E. When water service is temporarily shut-off at the request of the customer and turned on at a later date at the request of the customer, a water turn-on fee shall be charged to the customer. However, there will be no reconnect fee when the water service is shut off for less than twenty-four hours for repairs to the customer's plumbing system.

13.03.080 Billing.

- A. All bills and notices mailed by the city will be mailed to the street addresses of the property, unless the customer has provided a different mailing address.
- B. All utility billing will be based upon a rate definition rather than a property definition. Property may be designated as commercial in this code; however, they may be charged a residential rate for any of the utilities.
- C. Water billing will be based on meter readings. The bills shall indicate the consumption in one thousand-gallon increments.
- D. Sewer billing for new residential and commercial customers will be based on a usage of seven thousand gallons per month. If a customer has established usage at a previous address, the new sewer rate will be based on the same usage as the previous address until the next annual re-evaluation.
- E. Residential and commercial sewer billing will be reevaluated each year, based on the average of the actual water usage during January, February, and March.
- F. Each and every property location will receive a separate bill.
- G. Water and sewer minimum charges are not prorated with the billing period is shorter than thirty days.
- H. Customers with an active account will be charged any applicable minimum charges for all utility services during billing periods with no water usage. Minimum charges will be established by resolution.
- I. There may be charges for additional unsubstantiated re-reads. If the meter test reveals that the customer has been over-billed by three percent or more, the customer's bill may be adjusted. If the customer has been billed correctly, or has been underbilled, the city will bill the customer for the meter test. The amount billed will be determined by resolution.
- J. Sanitation charges are required on all active residential accounts where the residential service address is located within an area in which collection is serviced by the city. If the account is active with the city, it will incur sanitation charges, along with water and sewer charges. The property will be provided with access to the appropriate container needed for the disposal of solid waste, as set forth in Municipal Code 8.32.040 A.
- K. Starting July 1, 2024, Customers will be required to complete an application for services, which allows them to opt in or out of paperless billing at time of application.

13.03.090 Adjustments.

- A. Sewer adjustments may be given if a leak occurred during the sewer evaluation periods.
- B. A bill may be adjusted for a water leak if the following condition applies. The usage on the customer's bill with the leak exceeds by three times the usage amount on the customer's bill for the same period one year previous. The leak adjustment is calculated at 30 % of the total water charges on the qualified bill(s) reflecting the leak. For new accounts with less than 12 months of history, leak adjustments may be completed when the customer's bill shows usage

that is 21,000 gallons or more. The new account leak adjustment is calculated at 30% the total water charges on the qualified bill(s) reflecting the leak.

- C. Leak adjustments will only be completed for the three bills prior to the leak being repaired.

13.03.100 Credit, payment terms and collection efforts.

- A. Bills are considered delinquent if not paid thirty days after the bill date. Authorized interest and penalty charges will start accruing on this date. A delinquent notice will be mailed to the customer on or shortly after the thirty-first day after the bill date. If the bill remains unpaid forty-five days after the bill date, all utility services will be disconnected.
- B. If the customer's service is disconnected due to lack of payment, and remains unpaid for sixty days; the account shall be closed and turned over for collection.

13.03.110 Temporary fire hydrant usage.

- A. A fire hydrant usage permit must be obtained from the city.
- B. At the time the fire hydrant usage permit is obtained, a hydrant deposit shall be paid for an auxiliary valve, wrench, meter and hose. Upon return of the valve, wrench, meter, and hose, in good condition, the hydrant deposit will be credited toward the amount due for water usage from the hydrant. If equipment is lost or damaged due to customer neglect, appropriate fees shall be charged. The city manager or his designee reserves the right to rescind this privilege at any time.
- C. A fire hydrant operation charge for use of the fire hydrant shall be established by resolution of the city council. Charges will continue until the auxiliary valve, wrench, meter and hose are returned.
- D. All water will be metered. Hydrant meters may be rented from the city at a price set by resolution of the city council. Hydrant meters provided by the user and approved for use by the city may be used. The current city of Casper water transmission line wholesale water rate will be charged for erosion control, reinstatement of vegetation of disturbed areas, compaction water, and flushing water used by developers, contractors, and others in addition to the hydrant permit and hydrant operations charges.

The current retail water rate (dependent upon hydrant location) will be charged in addition to the hydrant permit and hydrant operational charges for all other uses, including, but not limited to, sod watering and parking lot washing. Payment and collection policies as listed in Section 13.03.090 will apply.

13.03.120 Domestic septage and non-hazardous industrial sump waste service.

Customers may use the regional wastewater treatment plan for disposing of domestic septage and non-hazardous industrial sump waste. The hauler of the domestic septage or sump waste will be billed on a monthly basis. Customers receiving bills for this service will adhere to the payment and collection policy for non-utility billing customers.

The customer will be responsible for paying the applicable sump waste testing fees directly to the laboratory.

13.03.130 Appeals.

Bills and adjustments may be appealed to the financial services director or his/her designee within thirty days of the bill date or adjustment date. If satisfactory settlement is not reached within thirty days, the customer may appeal to the City Manager by submitting a written request to the financial services department. All decisions made by the City Manager will be final.

13.03.131 Payment Arrangements.

Payment arrangements may be granted if a customer is unable to pay their past due balance before their disconnection date. If made, the arrangement would allow the customer to skip the current shut-off period for the service address that is delinquent or at risk of being shut-off. The account must be brought current by the due date of the current bill, which is not yet delinquent. This may allow up to, but will not exceed, thirty days to bring the account current, depending on when they contact the city. Customers must meet the following criteria to be eligible for a payment arrangement on their account.

- A. The customer must contact the city prior to their week of shut off.
- B. The bill causing delinquency is not the first bill on the account.
- C. Payment arrangements are not allowed on deposits. All deposits must be paid in full before water, sewer and sanitation services will begin.
- D. The customer has had four months of good payment history.
- E. All previous payment arrangements have been paid as agreed.
- F. No more than one previous payment arrangement in the previous twelve-month rolling period is permitted; a total of two payment arrangements in the twelve-month rolling period are allowed, including the one being requested.
- F. A one-time exception may be made for a customer whose water has been disconnected when they have a good payment history on the disconnected account.

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PASSED on 1st reading the 2nd day of January, 2024

PASSED on 2nd reading the ____ day of _____, 2024.

PASSED, APPROVED, AND ADOPTED on third and final reading the ____ day of _____, 2024.

APPROVED AS TO FORM:

Walke Tringali

ATTEST:

CITY OF CASPER, WYOMING
A Municipal Corporation

Amanda Ainsworth
City Clerk

Stephen Cathey
Mayor