



CITY OF LIBBY

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City Water/Sewer Committee Agenda

Thursday, October 6, 2022 @ 12:05 pm

City Hall, Council Chambers

- Call Meeting to Order
 - 1. Discuss Water System Rules and Regulations: Rule Sixteen.
- Public Comment
- Adjournment

RULE SIXTEEN -- DISCONTINUANCE OF SERVICE

1. **Vacation of Premises** Any customer who is about to vacate any premises supplied with service by the Water Department or, for any reason, wishes to have service discontinued shall give at least twenty-four (24) hours notice to the Water Department. Such notice shall specify the date on which discontinuance is desired. Discontinuance will not be made on Saturday, Sunday, or Holidays unless as the customer agrees, in writing, to pay the actual cost such discontinuance. Until the Water Department receives notice of discontinuance, the customer shall be held responsible for all service rendered.
2. **Temporary Discontinuance** Should the customer desire temporary discontinuance of service, the Water Department shall, when notified in writing, shut off the water at the curb stop and allowance will be made on the bill for such time as the water off. In the event the curb stop cannot be shut off, for reasons beyond the control of the Water Department, the Water Department shall notify the customer of reasons for not discontinuing service and no allowance for discontinued service will be made until such time as the Water Department can make a total shut off of the water service. If the customer requests the water service be reconnected within six (6) months of the date of disconnect, the customer shall be required to pay the turn-on charge, as set forth in the rate schedule.
3. **Abandonment of Water Service** The customer may choose to abandon water service to the premises in order to not be charged a "Base Rate" as provide in **Rule Twenty #9**. The customer must contact the Water Department and fill out a permit. The permit explains that the service line must be severed and capped on the property owners side of the curb stop or meter pit. Customer will be responsible for all costs and expenses associated with having service line dug up and severed, capped and buried. The Water Department must also inspect and approve the capping of the service line before covering. If customer wants water service in the future, they must contact the Water Department and pay a \$50 reconnection fee and will be responsible for all cost associated with the reconnection of the service line.
4. **Discontinuance by the Water Department** The Water Department shall make diligent effort to induce the customer to comply with its rules and regulation including the paying of bills. Service shall only be discontinued for violations of these rules after written notice has been given to the customer by the Water Department that the violation of rules must cease, provided, however, that where fraudulent use of water is detected, or where the Water Department's regulation or measuring equipment has been tampered with, or where dangerous condition is found to exist on the customer's premises, the water may be shut off without advance notice. If the customer so notified does not comply with the notice within seven (7) days, the Water Department shall then place "Notice" upon the premises that indicates the date when the water will be shut off. The Water Department shall not be liable for failure of the customer to see such notice or for the disappearance of such "Notice" from the premises. The Water Department shall keep record of all such "Notices".
5. **Discontinuance for nonpayment.** Service shall only be discontinued, for non-payment of bills, after bills become fourteen days (14) delinquent. The water bills contain lines for the "Past Due Water", an amount due shown on this line shall be deemed adequate notice of a delinquent account. There will be a \$10.00 late fee charge to the customer for "Past Due Water" accounts. A "Notice" will be placed upon the premises, stating the customer has "(3) business days" to make payment arrangements with the water department or the water will be shut off. If the customer has not complied or made suitable arrangements with the Water Department, the Water Department shall shut off the water (3) business days after placement of the "Notice" The Water Department shall not be liable for failure of the customer to see such "Notice" or for the disappearance of such "Notice" from the premises. The Water Department shall keep record of all such "Notices".