



TOWN OF MICANOPY, FLORIDA

RESOLUTION 2015-10

BEFORE THE TOWN COMMISSION

A RESOLUTION OF THE TOWN OF MICANOPY, FLORIDA ESTABLISHING A POLICY FOR THE PARTIAL FORGIVENESS OF UNUSUALLY HIGH WATER BILLS CAUSED BY LEAKS ON THE CUSTOMER SIDE OF THE WATER METER; AUTHORIZING STAFF TO ADJUST BILLS UNDER CERTAIN CIRCUMSTANCES; AUTHORIZING STAFF TO APPROVE PAYMENT PLANS AND REPEALING ALL RESOLUTIONS IN CONFLICT.

WHEREAS, the Town operates a water utility providing potable water to the residents of the Town; and

WHEREAS, the Town incurs costs for the operation and maintenance of the potable water system, including the wells, pumps, water tower, water treatment, distribution systems and the salaries of operational personnel; and

WHEREAS, the Town has established a rate and fee structure for water usage in order to recover the costs of the system and provide for the financial stability of the system; and

WHEREAS, from time to time residents have incurred excessive water bills due to leaks on the customer side of the meter thereby creating a financial hardship for the resident; and

WHEREAS, the Town Commission has, on occasion, forgiven a portion of such an excessive bill because of such a financial hardship; and

WHEREAS, the Florida Rural Water Association recommends that, at a minimum, the water that passes through a meter should be billed at the base rate in order to recover the basic cost of water production; and

WHEREAS, the Town Commission wishes to establish a uniform policy applicable to all such situations; and

WHEREAS, the Town Commission wishes to empower Town staff to deal with such situations.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COMMISSION OF MICANOPY, FLORIDA:

Section 1: A water customer seeking relief from an excessive water bill caused by a leak on the customer side of the water meter must contact town hall within thirty (30) days after the date such a water bill was mailed.

Section 2: Should Town staff be satisfied that an excessive water bill was the result of a leak on the customer side of the water meter then staff is hereby authorized to adjust the bill in accordance with this Resolution. The adjusted water charge shall equal the current Base Rate *plus* the Current Rate charged by the Town for the category from 0 – 1,000 gallons applied to the total number of gallons actually used by the water customer during the period in question. Utility tax shall also be adjusted to 10% of the adjusted amount of the bill.

Section 3: Town staff is hereby authorized to implement a payment plan allowing the customer to prorate the adjusted water bill for up to twelve (12) months; the customer is responsible for following the payment plan and remitting the total amount of the adjusted bill plus the monthly charges for water usage during the period of the payment plan. If the customer makes all payments in accordance with the payment plan then no penalty or interest shall be charged on account of the outstanding balance due. If the customer fails to make all payments in accordance with the payment plan then water service shall be terminated. In order to reestablish water service the customer must pay the balance due on the payment plan plus a reconnection charge.

Section 4: All Resolutions in conflict with this Resolution are hereby repealed.

PASSED AND ADOPTED this ____ day of _____ 2015.

Virginia L. Mance, Mayor

ATTEST:

Debbie Gonano, Town Clerk/Administrator