



Utility Policies

Penalties

- All utility bills are due by the 15th of every month. The Westminster Utility Department posts penalties on the 15th of every month at 5 PM.
- Even if the 15th falls on a holiday or the weekend, late fees will still be posted at 5 PM the next business day.
- Late fees are calculated at \$5 or 5% of your bill, whichever is greater.
- Late fees may be waived once per the lifetime of the account.
- Under exceptional circumstances, late fees may be waived at the discretion of city hall staff upon evaluation of the utility account

Disconnections

- Utility disconnections will begin promptly at 8 AM on the 26th of each month.
- If the 26th falls on a holiday or the weekend, disconnections will begin at 8 AM the next business day.
- Utility bills need to be paid by midnight on the 25th of every month to avoid disconnection.
- A \$50 reconnect fee will be applied to your utility account.
- Per The national weather service, if the temperature drops below 32 degrees or above 100 degrees (heat index) electric will not be cut, only water.

Returned Checks/Drafts

- There is a \$30 return check/draft fee.
- Any utility account with a return check/draft is subject to disconnection immediately upon return of the check/draft from the bank.
- Once a utility account has had 2 return checks/drafts that utility account becomes cash only for the lifetime of the account.

Reconnections

- Reconnect fees may be waived once per the lifetime of the account.
- Under exceptional circumstances, reconnect fees may be waived at the discretion of city hall staff upon evaluation of the utility account

- If a customer is reconnected over the weekend or after business hours, an additional \$50 reconnect fee will be added to the account.
- Prompt payment is expected in the event that a customer is reconnected over the weekend or after hours. Payment can be made online, through the automated payment system, or put in the drop box before the beginning of the next business day.
 - If payment is not received first thing the next business day, the account will again be disconnected and an additional \$50 reconnect fee will be added to the utility account
- The City of Westminster has 24 hours to establish reconnection after payment is made.
- If a customer is on the cutoff list and the list has went out to our crews, even if payment is made before our crews make it out to cut the customer off, the list is already out and that customer will be cut.
 - Once the utility department is aware that payment was made, a reconnect work order will be done and the city has 24 hours to establish reconnection.

Holds on Utility Accounts

- Each utility account will be treated the same allowing one hold every 12 months.
 - Example: if the customer had a hold in October of 2021, they are not eligible for another hold until October 2022
- Holds will be held up to a week after cutoffs

Deposits/Service fees

- To establish a new utility account or new service, a credit check will be ran
- The utility department will only run one credit check associated with the customer name being put on the account
- Deposits range from \$0-\$250 depending on the results of the credit check
- For every new utility account or new service there is a \$25 non-refundable service fee
- Deposits are applied back to the utility account once it has been disconnected

Water leak/adjustment policy

- For a utility account to qualify for a water/sewer adjustment, the customer has to use at least 20,000 gallons over their most recent 6 month average in a month's time.
- Anything over the customer's average water usage will be sold to the customer at the city's cost.
- Once the water leak begins, whether the customer was fully aware at the time or not, the city will adjust the HIGHEST utility bill associated with the water leak.
- Sewer adjustments can be done in the event that the leak did not go into the sewer. To qualify, the customer would need to present a letter on letterhead from a certified plumber stating that the leak did not go into the sewer.
 - If the customer is active on summer sewer during the bill effected by the leak, they do not qualify for a sewer adjustment because the sewer is already at a discounted price.
- Only a water **OR** sewer adjustment may be done on a utility account, not both.
- Any high usage bills associated with work done by the City will be evaluated on a case by case basis.