Policy of Sanitary Sewer Service Termination

SHUT-OFF NOTICE

Gallia County
Sewer Department

18 Locust Street
Gallipolis, OH 45631
Phone Number (740) 446-4612
Office Hours 8AM to 4PM, Mon -Fri

DISCONNECTION OF SANITARY SEWER SERVICES WILL BE PERFORMED AROUND

(date)

To avoid disconnection, payment must be received by 3:00 PM

(date)

at our office

18 Locust Street

Authorization of Termination of Services Policy for Delinquent Sewer Accounts and Policy

THEREFORE BE IT RESOLVED

Section 1.The Board of County Commissioners authorizes the termination of sanitary sewer service of any and all delinquent accounts. (Ohio Rev. Code Sec. 6117.02, C (3))

Section 2. The Board of County Commissioners, through the Sewer Department, shall enforce this rule concerning the termination of service to delinquent sewer accounts and shall enforce this rule per the "Termination of Services Policy on Delinquent Accounts".

Section 3. For the purpose of enforcing this rule and providing all rights afforded by due process, the Sewer Billing Clerk is instructed to provide advance notification of the possible termination of service to all delinquent customers and an opportunity for such customers to challenge disputed bills.

April 2011

A Place to Start

1. Installation of New Connections: are required to install a shut-off valve in the right-of-way. The valve is supplied by our department and the direct cost is included in their permit to connect.

2. Notification of Past Due

60 days past due notice - Hand-signed letter to Land Owner.

3. Termination

Based upon two criteria:

- Amount of current past due sanitary sewer &
- Amount of certified delinquent sanitary sewer

NOTICE

RE: Account # 5*10*1, for 1234 Any Street

Dear Joe Public:

According to our records, your account is past due. Failure to bring this account current by **(DATE)** may result in the termination of sanitary sewer service to your property. This action is authorized by Ohio Revised Code 6117.02 (C) 3 and by resolution of the Gallia County Commissioners. The balance due on this account at this time is **$ XXX.XX**.

If you feel these charges are in error and/or you are not responsible for these charges, you must contact our office within five (5) working days from receipt of this letter for an appointment with the County Sewer Billing Department to present proof of your dispute.

Sincerely,

RE: ACCOUNT 5*10*1 for Property at 1234 Any Street

Dear Joe Public:

This office has previously sent notice to you that your account is more than 60 days in arrears and payment must be made in order to avoid disconnection of sanitary sewer services. As of today's date we have had no response to our request for payment nor has there been any attempt to make payment arrangements. That being said, we must now place your account on our shutoff listing for disconnection.

To avoid shutoff you must pay your current balance of $XXX.XX in addition to any accrued charges at the time of payment in order to avoid disruption of service.

If the sanitary sewer at the above property is disconnected by our office, it will result in:

1. A **MINIMUM** disconnect fee of **$250.00**.
2. The current outstanding delinquent amount - paid in full.
3. A **MINIMUM** reconnect fee of **$250.00**.

You have 10 calendars days from the date of this letter in which to respond before action is taken.

Respectfully,

First Shut-off Notice

OFFICIAL NOTICE

RE: Account #5*10*1, for 1234 Any Street

Dear Joe Public:

According to our records, your account is 60 days or more past due. As such, we must now make official notice to you that we will require all past due sanitary sewer charges to be paid in full within **ten (10) days** of this notice. Failure to bring this account current within the **ten (10) days** will result in the termination of service to your property either by installation of a shutoff valve in the right-of-way or by mechanical plug into your sanitary sewer lateral. This action is authorized by Ohio Revised Code 6117.02 (C) 3 and Gallia County Commissioner Resolution. The balance due on this account at this time is **$XXX.XX**. **You must pay this amount in full to avoid disconnection.**

Once disconnection proceedings begin, you will be responsible for the following to reinstate service to your property:

1. A MINIMUM disconnect fee of $250.00.
2. All sanitary sewer charges due.
3. A MINIMUM reconnection fee of $250.00.

Reconnection shall only be made upon payment in full of all past due sanitary sewer charges and fees.

If you feel these charges are in error and/or you are not responsible for these charges, you must contact our office within five (5) working days from receipt of this letter for an appointment with the County Sewer Billing Department to present proof of your dispute.

Please note that any future notice of past due sanitary sewer charges by way of certified mail shall result in a twenty dollar ($20.00) administrative fee being charged to the account.

Sincerely,