CITY OF OLEAN
DEPARTMENT OF PUBLIC WORKS

Water/Sewer Infrastructure & Billing Policy

May 2021

1. Monthly billing:
   Due by date shall be the 17th and penalty posted date would be the 20th. The bills will be a month behind. Example:

   - Read meter January 2nd (usage for the month of December)
   - Sent out to arrive in homes by February 1st
   - Due by February 17th
   - Penalty posted February 20th

2. A non-compounding 10% penalty will be added per month for unpaid balance.

3. Sewer is based on water consumption.

4. See attached schedule A - City of Olean Water & Sewer Rates

5. Property classification (residential, commercial, and industrial) will be the same as the assessors with the exception that any commercial building that has apartments attached in which the tenant has their own meter and pays their own bill, the apartments will be classified as residential and business as commercial. If there are 3 or more apartments in a building and only 1 meter, it is commercial.

6. City billing system allows for paperless billing and online payment. We also offer direct withdrawal from bank account.
   - A $1.00 fee will be added for online credit/debit card payments.
   - ACH draft at no charge
   - Drop off mailbox is placed curbside on Times Square for any city bills.

7. Landlord Tenant Agreement (attached) must be filled out in order for the water/sewer bill to go into a tenant's name.

8. No late notices; It is stated on the bill that any outstanding balance is to be paid immediately. Customers will have the option to be notified by email.

   - A PDF delinquent file will be created each month with a list of all customers who have not paid their bills. This will be updated on a monthly basis with an effective date on it and will be posted on the city's website for anyone to view.

9. Homeowners/occupants will be notified by door notices for the following reasons:
   - Service leaks
   - Scheduled entry for access to meter/transmitter repair
   - Service shut-off

10. Partial payments may be accepted by contacting the water office at 716-376-5657. Partial payments made in cash or check can be made in any amount, but partial payments made by credit or debit have a $20.^{00}$ minimum and fees may be included.

11. In the event that a meter isn't working or the transmitter isn't sending a signal so the usage can be read, an estimation of the usage will be calculated by averaging the previous 6-12 months of usage that was recorded and billed accordingly.

12. Shut-off: Only municipal employees shall be authorized to perform shut-offs. See section 27-17 of the Code of Ordinance.

    - Shut-offs will be made for the following reasons: (Potential $150.^{00}$ fee)
        - Residential plumbing and construction
        - Failure to pay bill for three consecutive months and the bill totals $400.^{00}$ or more. (residential accts.)
        - Failure to pay bill for three consecutive months and the bill totals $3000.^{00}$ or more. (commercial accts.)
        - Seasonal homeowner occupied residences will still pay monthly service fee per meter/transmitter, and no reconnect fee when turned back on if during normal business hours.
        - 30 days of failed attempts to gain entry to residence that is suspected to have meter/transmitter issues.
        - An account that has had no usage for nine months or more.
        - Meter, transmitter or curb box tampering. There will be a penalty of up to $1,000.^{00}$ for an account that is found to have any metering or service equipment tampering.
        - If water is requested to be shut-off/turned on by property owner or contractor for any reason outside of normal business hours, the account will be charged an additional $150.^{00}$ for the service.

    - If the bill is in the tenant's name, the water can be shut off for nonpayment by signing a written authorization with the following procedures:
        - A $75 nonrefundable fee to be paid by the landlord at the start the process.
        - The written authorization states that the shutoff is requested for past due water bill only and is not being used as an attempt at constructive eviction.
        - A door notice will be hung on the main door of the tenant's residence giving 15 days for the bill to be paid or water will be terminated.
        - Landlord or landlord representative must be present at shutoff to allow access.
        - Water will remain off until such time that either the tenant pays the full bill, a new tenant moves in or the bill goes in property owner's name.
        - If the tenant doesn't pay the bill by the 1st of the following month after shut off, the bill will automatically go back into the landlord's name. The water will not be restored until the full bill has been paid; however, the landlord will continue to receive the minimum fee.
        - The landlord cannot shut the water off for nonpayment; must be done by the city.

13. Unpaid balances by February 20st will be rolled to taxes each year. This will include any usage through the second of January of the current year. There will be a $100.^{00}$ fee added to the account for processing billing through tax roll.

14. Water leaks - If the water goes through the meter, it has to be paid according to City policy.

    - If a customer wishes to dispute their bill, it must be submitted in writing to the mayor within 45 days of the bill date as listed on the bill. A dispute committee will determine if an adjustment can or will be made.

15. Every property with a structure, whether vacant or not, that has a service line will be charged a minimum monthly bill per line plus water/sewer consumption. A property owner wishing to terminate service and avoid further billing must disconnect service at the city main.

16. If property owner wants to convert to one meter, it is at the property owner's expense. The plumbing must be done by a licensed plumber and the meter installed and inspected by the water department.

17. There are no adjustments for pool filling, car washing, lawn watering, gardening, power washing, etc.

18. Frozen Meters
    - During business hours, property owner will be billed the amount as to which the city has to pay for a new meter at that time.
    - After hours, the property owner will **also** be charged an additional overtime fee of $150.^{00}$.

19. Frozen Laterals
    - First time will be no charge.
    - Thereafter, owner will be charged for time and materials.
    - If the Water Department informs a customer to leave their water running, the bill will be adjusted accordingly.
    - If the customer, who was previously informed to leave the water running, should shut the water off before being told to by the water department and the water line then freezes, the owner will be charged for time and materials.

20. Meter Hookup on Hydrant
    - Cost of water & sewer
    - During business hours there will be a fee of $45/hr with a one hour minimum per employee (2).
    - After hours there will be a fee of $70/hr with a three hour minimum per employee (2).