



10 First Street Northwest
Mason City, IA 50401-3224
(641) 421-3600
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September 14, 2012

To Whom It May Concern:

The City of Mason City, in a process to work towards a more common goal on controlling delinquent utilities bills and working with landlords, has implemented the enclosed Administrative Policy beginning September 11, 2012.

According to the new policy, if a landlord would like to be notified of discontinuance at a property they own, he or she must supply the address of the property and an email address where they can be contacted that the utilities may be discontinued. Any landlord that supplies the proper information will then be notified via email only that the utilities for that property will be disconnected if payment isn't received by the due date stated on the disconnect notice.

If you should have any question after reading the policy, please contact me at (641) 421-3613.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin E. Jacobson".

Kevin E Jacobson
Finance Director

CITY OF MASON CITY

ADMINISTRATIVE POLICY

Policy Number: 3.21

Subject: City Utility Bills

Approved By: Brent Trout

Effective Date: September 11, 2012

PURPOSE:

Iowa Code Chapter 384.84 recognizes that the primary parties to the water supply transaction are the City, as supplier, and the property benefitted by water service availability, and the account holder. The purpose of this Administrative Policy (AP) is to establish, impose, adjust, and provide for the collection of delinquent water service accounts from the account holder.

SCOPE:

This AP applies to all City utility billing staff who in the normal course of their daily duties have oversight authority over city utility accounts.

PROPERTY OWNERS RESPONSIBLE FOR CHARGES:

For rental and non-owner occupied properties, the City may bill property tenants for water usage as a convenience to the property owner.

DELINQUENCY:

In the event of any nonpayment for water, sewer, storm water or sanitation services for any billing cycle, the City shall have all remedies as provided in Chapter 384.84, or by any other applicable law, including, without limitation, liens and/or shutting off the service. However, prior to any service being shut off, the Utility Collections Department shall provide written notice of nonpayment at least 7 days prior to actual shut off of service. The written notice shall be mailed to the account holder.

If the owner/landlord wants to be notified of a scheduled shutoff for non payment, they must provide Mason City Public Utilities with the name of tenant, applicable service addresses and an email address for disconnect notification. At the time a disconnect notice is mailed to the customer, the owner/landlord will be emailed the service address with the scheduled date of disconnect. The owner/landlord may choose to avoid disconnection by being responsible for full payment of the balance due as stated on the disconnect notice for the customer/renter. The owner/landlord may verify who the renter

is for the service address and choose to change the utilities into his/her name contingent on payment of the customer's full balance due at the time of the change. A customer's/renter's balance will not be given to anyone other than that individual except for the situation of the owner/landlord taking the responsibility of payment as stated above.

PROCEDURE:

A utility bill will be sent to either the tenant or the property owner, depending on who applies for utilities at said address. However, it shall be the responsibility of the owner to pay for any usage during the time the property is vacant.

- A. All accounts shall be carried in the name of the renter and/or owner. If the utility charges are in the name of the renter, any charges shall be billed to that person. If the renter should vacate the property, the utility bill will be put in the owner's name at the date the dwelling is known to have been vacated. The owner then shall be liable for any usage of water supplied to his/her property, whether he/she is occupying the property or not. The owner will be only charged if there is usage during the vacancy.
- B. The City of Mason City does not turn the water off in the street unless requested by the owner, in the case of a City emergency, or in case of being turned off for non payment. The current service fee , as stated in City Code, will apply to cover the cost of disconnect and reconnect for situations as stated above except for the case of a City emergency.
- C. Water, sewer, storm sewer and refuse service charges shall be billed together. Bills shall be mailed to the customers monthly and shall specify the water consumed and the water/sewer/storm sewer/sanitation charges in accordance with the rates set out in the City Code of Mason City Chapter 6 Municipal Utilities.

Brent Trout

Brent Trout, City Administrator

Effective Date: September 11, 2012