



TOWN OF WINDSOR UTILITY BILLING POLICIES AND PROCEDURES

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TOWN OF WINDSOR UTILITY BILLING POLICY AND PROCEDURES

Section 1. Utility Billing Policy

The following policy shall govern the provision of municipal utilities of the Town of Windsor. The purpose of this policy is to provide consistent customer rules and guidelines. Individuals who have questions regarding the service provided by the Town of Windsor are encouraged to contact the Town Clerk.

Section 2. Utility Billing Information

The Town of Windsor shall be responsible for the calculation and generation of all water, sewer, and storm water utility bills. The Town of Windsor shall maintain account records for each customer that includes the customer's legal name, billing address, account number, service address, current charges, and account history including consumption, past due charges, penalties, and fees.

Utility Billing Hours

Office hours: Monday through Friday
8:00 a.m. – 5:00 p.m.

Utility Billing Contact Information

Mailing address: 301 Walnut Street, Windsor, CO 80550
Phone number: (970) 674-2400
Website address: www.windsorgov.com
Email: utilities@windsorgov.com

Section 3. Rate Calculation

All municipal utility charges shall be calculated in accordance with the specific rate established by ordinance, resolution, or policy as adopted by the Town Board and applicable to each municipal utility or service provided to a customer.

Section 4. Monthly Utility Bill

The Utility Billing Clerk shall provide each municipal utility customer a combined monthly municipal utility bill which shall include the fixed monthly customer charges as well as charges incurred by the customer for regular monthly water, sewer, and storm water services or any combination thereof, plus any fees, taxes, penalties, or previous balances. Inactive utility accounts will be billed base fees. Bills for municipal utility services shall be issued monthly by the Utility Billing Clerk and charges are required to be paid in full on a monthly basis. A billing statement is sent as a convenience to the customer; monthly charges are due and payable on a monthly basis regardless if a bill was received by a customer.

Section 5. Additional Charges

Billings for extra services, reconnection of water, installation charges, or other special charges shall be billed in accordance with the applicable utility or service rate resolution and shall be included on the appropriate monthly billing statement.

Section 6. Billing Cycle

Meter Read Date

1. Meters are generally read between the 12th and 17th day of each month by Utility Technicians.
2. In the event that a meter reading cannot be obtained, the consumption will be estimated by the Utility Billing Clerk.

Billing Period

1. Utility bills are mailed the first week of each month.
2. The first of the month shall be known as the billing date.
3. The twentieth (20th) day of each month following the billing date shall be known as the due date.
4. If the due date falls on a holiday, Saturday, or Sunday, the due date shall be on the first business day following the holiday or weekend.

Delinquent Date

1. For each month the bill is not paid in full by the due date, a late fee of twenty dollars (\$20.00) shall be added to the charge.
2. The first business day following the due date shall be known as the delinquent date.
3. Delinquent fees shall not be refunded.

Section 7. Municipal Utility Service Application

- 1) Applicants must be at least eighteen (18) years of age.
- 2) The application shall be on such form(s) as may or now hereinafter be prescribed by the Town of Windsor.
- 3) The application shall include the applicant's name, service address, mailing address, and telephone number, and signature of owner.
- 4) Each service location shall be considered a separate account.

Section 8. Owner/Owner Representative-Tenant Policy

- 1) The Town of Windsor recognizes the rights and duties of owner/owner representatives and tenants as outlined in federal law, state statutes, safety and housing codes, contract law, and court decisions.
- 2) Notification for the establishment of utility service at a rental service address must be made by either the owner/owner representative to the Utility Billing Clerk.
- 3) Scheduling of a meter reading for termination of service can be made by the owner/owner representative or tenant to the Utility Billing Clerk.
- 4) If an owner/owner representative fails to notify the Utility Billing Clerk of their request to discontinue service, the owner/owner representative will continue to be responsible for

any and all charges incurred until such time the Utility Billing Clerk is notified of a request to terminate water service.

- 5) Billing of the utilities at a rental property shall revert back to the owner/owner representative between tenant occupancy if one was established upon notification.
- 6) Utility charges incurred by the account holder remain the responsibility of the owner/owner representative.
- 7) The Utility Billing Clerk will not mediate disputes regarding billing issues between an owner/owner representative and a tenant.
- 8) The lease or rental agreement between the owner/owner representative and the tenant does not represent an agreement for utility services between the Town of Windsor and the tenant.
- 9) The Town is not required to seek payment of utility bills from any person other than the owner of the property served (Town of Windsor Municipal Code Sec. 13-4-20).
- 10) The Town will not activate new accounts on a property that has a delinquent account; all accounts must be paid in full prior to establishing future accounts at the same property.

Section 9. Delinquent Accounts and Disconnection of Service

1. Any customer whose utility bill remains delinquent for two consecutive billing cycles shall receive a delinquent notice and be subject to termination of utility service.
2. Failure to make full payment will result in disconnection of the customer's water utility service. Utilities will be shut off or discontinued as provided in the Section 13-2-140 of the Windsor Municipal Code.
3. Disconnection will not occur on Fridays, Saturdays, Sundays, or on the day before a Town observed holiday.
4. Any customer who is disconnected for non-payment shall not be reconnected or reinstated until payment is received for all charges and fees.
5. Reconnection will only occur between the hours of 8:00 a.m. and 3:00 p.m., Monday through Friday, excluding Town observed holidays.
6. Payment must be received by the Town of Windsor before 3:00 p.m. for a same-day reconnection. If payment for reconnection is made after 3:00 p.m., reconnection will occur on the next business day.
7. The Town of Windsor does not accept personal or business checks for reconnection payment.
8. The Town of Windsor reserves the right to assess delinquent water, sewer, and storm water charges incurred by the property owner against the property with the county through the approved legal process for assessment, according to all state and local laws.

Section 10. Payments

The Town provides several options for customers to make payment on their utility bill:

- 1) In person – Payment can be made at Town Hall, 301 Walnut Street.
- 2) By phone – Debit or credit card payments are accepted over the phone; the card service fee is paid for by the Town of Windsor.
- 3) Drop box – A drop box is located on the west side of Town Hall for customer use.
- 4) Electronic payments – Through the Town's website, customers can set up an account which will allow them to pay their utility bill wherever there is an internet connection.

Payments can be made electronically using a credit or debit card, a checking account, or a savings account.

- 5) Payments received after the due date must be paid in cash or by credit card.
- 6) Electronic payments and/or transfers must be made at least one or more days in advance of the date the customer wants the transaction(s) to be posted to the account in order to provide sufficient time for payment to be processed. Electronic payments made 24 hours or less before the scheduled shut off may not be posted to the account and the water may still be subject to being shut off. A confirmation number does not assure the payment was electronically transferred but indicates the payment is being verified; actual posting of funds to the customer account may take up to 48 hours once a confirmation number is received.

Section 11. Payment Plans

- 1) Customers who are unable to pay their utility bill by the due date are encouraged to contact the Utility Billing Clerk to arrange a mutually agreed-upon payment plan, with the goal of the payment plan being to bring a customer's account current. The Utility Billing Clerk has the right to reject a proposed payment plan if it is determined it does not achieve the goal of bringing a customer's account current within a reasonable amount of time.
- 2) Customers that have been sent a shut off notice due to non-payment are not eligible for a payment plan. Payment must be received in full in cash or credit in order for water service to not be terminated.
- 3) If a customer fails to comply with any term and/or condition contained within the agreed upon payment plan, the customer shall be subject to disconnection of their water service.

Section 12. Disputed Utility Bills

Any dispute regarding a customer's utility bill shall be directed to the Customer Service Supervisor for resolution using the procedures listed below within thirty (30) calendar days of the mailing date of the bill or notice in question. The customer waives the right to appeal thirty (30) calendar days of the mailing date of the bill or notice in question.

- 1) Customers may obtain a Utility Bill Appeal Form at Town Hall. The customer's written request for appeal, along with supporting documentation will be submitted to the Customer Service Supervisor for review and investigation.
- 2) The Customer Service Supervisor's written decision will be mailed to the customer within fourteen (14) business days of receipt of the Form and will be sent using the mailing address supplied on the Utility Bill Appeal Form.
- 3) If the customer still believes the bill is incorrect, the customer must submit his or her request for further review in writing to the Town Clerk no later than fifteen (15) calendar days after the postmark of the Customer Service Supervisor's written decision.
- 4) The Town Clerk will review the initial appeal, any supporting documentation, and the Customer Service Supervisor's written decision. Upon completion of this review, a written decision from the Town Clerk will be mailed to the customer at the mailing address supplied on the Utility Bill Appeal Form.

Section 13. Requests for Information

In accordance with the Colorado Open Records Act, municipal customer utility data and all other information associated with an account is considered private and will only be released to the current account holder at a property. Request for Information forms are available from the Town Clerk's office; the customer making the request may be billed for research time and copies if the request is not routine in nature, as determined by the Town Clerk.

Section 14. Effective Date

This Utility Billing Policy shall be in effect beginning December 1, 2012.