### Record of Ordinances

Ordinance No.: 2009-40 Passed: September 28, 2009

ORDINANCE TO PROVIDE FOR PROCEDURE IN CHARGING LATE AND DELINQUENT CHARGES AND TERMINATING WATER SERVICE AND AMENDING ORDINANCES, 17-82, 6-85, 12-88, 32-91, 6-95, 42-95, 28-97, 03-98, and 81-4

NOW THEREFORE BE IT ORDAINED by the Council of the Village of West Lafayette, State of Ohio as follows:

SECTION I. That Sections , 17-82, 6-85, 12-88, 32-91, 6-95, 42-95, 28-97, 03-98, and 81-4 of the Code of Ordinances of the Village of West Lafayette, Ohio be and the same is hereby amended to provide as follows and be known as Chapter 662, water and sewer, West Lafayette Code of Ordinance.

## 662.01 WATER AND SEWER REGULATIONS

- (a) Definitions shall include, but not be limited to those definitions contained in the Village of West Lafayette Water and Sanitary Sewer Connection and Termination Policy attached hereto and made a part of this ordinance by reference as though fully rewritten.
- (b) That a late fee of ten (10) percent of the unpaid balance as of midnight of the due date will be assessed for all delinquent water and sewer bills.
- (c) That a returned check charge of Twenty Five and 00/100 (\$25.00) Dollars will be assessed for all checks not honored for insufficient funds or closed accounts.
- (d) That water service shall be terminated thirty (30) days after the due date, unless full payment is received for all arrearages of water and sewer bills, and delinquent charges for failure to pay water and sewer bills when due. Notice of shut-off will be delivered personally or by regular mail and delivered not later than twenty (20) days after due date. If payment is not received in full within ten (10) days from the Notice of shut-off, and if no request for hearing is received from the customer or consumer by the Village of West Lafayette, Ohio, water and sewer service will be terminated.
- (e) That the water and sewer service shall be terminated even if partial payment is made for the water and sewer bills, and delinquent charges before the expiration of the thirty (30) days period from due date.
- (f) There will be a reconnect charge of \$35.00 after water and sewer service is disconnected for non-payment.
- (g) Each new customer who is not the owner of the premise will be required to deposit with the Village of West Lafayette, a One Hundred and 00/100 (\$100.00) Dollar security

- deposit. This deposit can be made in three monthly payments. Failure to make the deposit payments will result in immediate termination of utility services.
- (h) In the event of abuse or neglect which causes replacement of a meter there will be an assessment of Forty Five and 00/100 (\$45.00) Dollars to the customer which must be paid plus the full cost of meter replacement or replacement parts or service will be terminated.
- (i) If a meter replacement is necessary to change from manual read to touch read, there will be an assessment to the property owner in the amount of 50 percent of the meter replacement costs together with 100 percent of the reader costs. Outside readers and Village provided meters remain the property of the Village
- (j) That the owners of the real estate for which water and sewer service is provided individually, jointly and severally are responsible for the water and sewer bill if the customer fails to pay. A copy of all notices will be delivered to the owner of the real estate as well as the customer, if not the owner, and the consumer. Notice will be by means stated in Paragraph (d) of this section.
- (k) If any owner of real estate or his legal representative transfers the real estate by any means; including without limitation, Warranty Deed, Quitclaim Deed, Certificate of Transfer, Land Contract, or Foreclosure, the closing agent for the transfer, the seller, transferor and the new owner shall be responsible for all unpaid water and sewer bills, and delinquent charges, individually, jointly, and severally. Any amounts on deposit will be forfeited and used to pay the sewer and water bill and delinquent charges. Water and sewer service for premises will not be connected until the existing water and sewer bill and delinquent charges are paid.
- (j) The owner will be responsible individually, jointly and severally, for all court costs and litigation expenses if the Village of West Lafayette, Ohio files a complaint in Court for collection of the water and sewer bills, and delinquent charges.
- (k) The owner or customer, if other than the owner, will sign a form provided by the Village of West Lafayette Utility Department and by which he will be obligated to pay for the water-and-sewer-service-if-the-consumer-does not pay it.
- (I) Water and sewer service may be terminated for reasons other than non-payment for services; which include, to prevent fraud or abuse, insufficiency of the supply of water due to circumstances beyond the Village's control, legal process, direction of public authorities, strike, riot fire, flood, accident or any unavoidable cause, emergencies and repairs, at customer or consumer request, provided that the approval of both the customer and consumer of the services for that services address is necessary If, upon physical examination, the Village obtains reasonable grounds for and has a good faith belief that, Ohio Revised Code Section 4933.18 or 4933.19 has been violated by use of a jumper or other by-pass mechanism (1) prior to installation of check valves or backflow protection or (2) which results in bypassing and negating such valves or protection there. For violation of Ohio Revised Code Section 4933.18 or 4933.19, utility

service may be terminated immediately upon that discovery, without notice or opportunity for a hearing prior to disconnection. However, in such circumstances, if a customer or consumer household affected by such termination thereafter requests a hearing, and establishes that the offending condition has been remedied; utility service will be reinstated, conditioned on continuing good conduct, although the Village does not thereby waive any right of prosecution otherwise granted under the law. Other reasons include meter tampering, theft of services or fraud; return of check for non-sufficient funds or no account registered in the name of the maker of the check; unsafe plumbing; the premises have been condemned or found to be unfit for habitation by the County Health Department or West Lafayette Village Administrator or Mayor in the absence of an Administrator or Village Council; the premises have been abandoned; or the owner, person responsible for the bill, or consumer have refused to permit the Village employees to have access to the premises to read the water meter or to inspect water equipment.

- (m) Any written communication which contains the information required in the approved forms will be accepted if it is readable and legible. The Village of West Lafayette Water and Sanitary Sewer Connection and Termination Policy is approved for use by the Utilities Department. If other rules or regulations are needed to promote and facilitate these rules and regulations and this ordinance the Village Administrator is authorized and directed to make such rules and submit them for approval by council.
- (n) That no water and sewer service will be disconnected without giving the customer and consumer written notice of the right to a hearing and an opportunity for a hearing. The hearing procedures and other rules and regulations are incorporated herein by reference. The notice of shut-off and appeal procedure must be included in conspicuous print on the shut-off notice, which is to be delivered as stated in Paragraph (d) herein.
- (o) Bulk water purchases may be obtained and water placed into a tank provided by the purchaser. The cost for zero (0) to Two Hundred Fifty (250) gallons will be Ten and 00/100 (\$10.00) Dollars, and \$.02 per gallon for all gallons in excess of Two Hundred Fifty (250) gallons. Pool filling is permitted but only purchases in excess of Three Thousand (3,000) gallons will be given a credit on the purchaser's sewer bill.
- (p) For all non-emergency repairs or replacements the normal response time will be deemed to be within three (3) business days.
- (q) The following is a non-exclusive listing for water tap rules. Other rules may be adopted upon approval of council.
  - (1). That the cost of a ¾ inch water service tap for 1 unit only, with water main on same side of street (short run) shall be \$1,000 and with water main on opposite side of street (long run) it shall be \$1,250
  - (2) The cost for a 1 inch water service tap for up to 2 units shall be \$1,250 for a short run, and \$1,500 for a long run.
  - (3). The village reserves the right to contract for all water taps at its discretion. If the water tap is contracted the cost shall be the contracted cost plus \$250. The

contracted cost will include all material and labor to install the water tap and restore the excavated area to its original condition.

(4). For installation where the meter is installed below ground and not in a basement of a building a Pit Meter is required.

i. Village installed Meter Pits shall be an additional \$500.

ii. Contracted Meter Pits will be at the contracted cost plus \$250. The contracted cost will include all material and labor to install the Meter Pit and restore the excavated area to its original condition.

iii. Meter Pits must be installed within of 10 foot of curb box

- (5). All water service taps shall be installed with a curb valve and valve box within 5 feet of property line.
- (6). All materials and installation methods must meet Village specifications.
- (r) The following is a non-exclusive listing for meter rules. Other rules may be adopted upon approval of council.
  - (1). A family dwelling is considered one unit. Individual units require a separate meter and curb valve. Multi units within a building also require a separate meter and shut off valve with a lock or curb valve for each unit. Shutoff valves must be accessible by Village personnel.
  - (2). Maximum number of units per size of service line:

i. 3/4: - 1 unit

ii. 1" - 2 units

iii. 1-1/4"- 5 units

iv. 1-1/2"- 9 units

v. 2" - 20 units

(3). Meters 2 inch and smaller will be purchased directly from the Village at cost plus 15%. Meters larger than 2 inch will be purchased by the water consumer and will meet Village specifications.

(4). The maintenance and calibration of meters larger than 2 inch shall be the responsibility of the water consumer.

- (5). Any dwelling (home, mobile home, apartments) leveled or removed shall be the responsibility of the water consumer and/or the customer to contact the Village for removal of the water meter. Failure to return the water meter will result in the property owner being charged per the full replacement cost of the meter plus a \$45.00 handling fee.
- (6). Any new structure or structures will require the purchase of new tap permits for Water and Sewer.
- (7). Any water service taps abandoned for 5 years (no activity) shall be permanently abandoned.
- (8). Outside readers and Village provided meters remain the property of the Village.
- (s) The following is a non-exclusive listing for sewer tap rules. Other rules may be adopted upon approval of council.
  - (1). For the purposes of this section the terms "Sanitary Sewerage" and "Industrial Wastes" are defined as follows:
    - A. "Sanitary Sewerage" is waste from water closets, urinals, lavatories, sinks, bath tubs, showers, household laundries, cellar floor drains,

garage and filling station floor drains, bars, soda fountains, refrigerator drips, drinking fountains and stable floor drains.

B. "Industrial Wastes" are any liquid wastes resulting from any commercial,

manufacturing or industrial operations or processes.

(2). No house sewer shall be constructed to connect with a public sewer nor shall any connection be made to a public sewer within or without the corporate boundaries of the Village until the written permission of the Village Administrator has been obtained by the person, firm, or corporation employed to perform the work. An application for a permit shall be signed by the owner, agent or lessee of the property for which the connection is to be made, and by the person, firm or corporation employed to perform the work, and must describe the property and state the fixtures to be connected and shall be accompanied by a fee of \$600.

(3). No house sewer shall be constructed or connection made to a public sewer by any person who has not been authorized and licensed to perform such work.

- (4). The written permission to construct a house sewer or to make a connection to a public sewer shall specify the permissible use of such house sewer and connection and such specification shall be governed by the following requirements:
  - A. Sewage, including wastes from the water closets, urinals, lavatories, sinks, bath tubs, showers, laundries, cellar floor drains, garage floor drains, bars, soda fountains, cuspidors, refrigerator drips, drinking fountains, stable floor drains and other objectionable wastes shall be discharged into a sanitary sewer and in no case into a storm water sewer.
  - B. Industrial waste shall not be discharged into a storm water sewer but may be discharged into a sanitary sewer if the waste is of such character as not to be detrimental to the sewer system or to the sewage treatment works. Where such waste is detrimental to the sewer system or sewage treatment works, it shall be otherwise disposed of in a manner satisfactory to the Village Administrator or so improved in character as not to be detrimental to the sewer system or sewage treatment works.
  - C. Surface water, rain water from roofs, subsoil drainage, building foundation drainage, cistern overflow, clean water from condensers, waste water from water motors and elevators, and any other clean and unobjectionable waste water shall be discharged into a storm water sewer and in no case into a sanitary severe.

sanitary sewer.

- D. Connection with a cesspool or a privy vault shall not be made into a sanitary or storm water sewer.
- E. A trap for the interception of grease and oil shall be provided on a connection from a hotel, restaurant, club or institutional kitchen and from a public garage, gasoline filling station, or automobile washing station. Such trap shall be satisfactory to the Village Administrator.
- (5). No person shall discharge into a house sewer or tap a house sewer for the purpose of discharging into it any waste or drainage water prohibited by the provisions of this section. Any existing connection in violation of the provisions of this section shall be abandoned and removed.

- (6). The house sewer and connection to a public sewer shall be constructed as follows:
  - A. The house sewer be of best quality salt glazed hub and spigot vitrified sewer pipe, or of best quality plastic sewer pipe, not less than six inches in internal diameter and shall be laid in open trench. The joints shall be made watertight by a method approved by the Village Administrator.
  - B. In order to permit ventilation of the public sewer and house sewer, no trap shall be placed in the house sewer.
  - C. After the sewer is laid and before it is covered or used, it shall be inspected and approved by the Village Administrator.
- (7). The Village Administrator is authorized and directed to adopt and enforce specifications and regulations in accordance with the provisions of this ordinance for the purpose of providing control of the installation of sewer connections and inspection thereof. The village administrator shall maintain accurate and complete records of all permits issued for and inspections made of the construction of house sewers and connections to the public sewers. He shall also require the abandonment and removal of all connections to the public sewers which violate the provisions of this section.
- (8). It is hereby determined and declared to be necessary and conducive to the protection of the public health, safety, welfare and convenience of the Village of West Lafayette to levy and collect charges or rentals upon all lots, lands and premises served by having connections with the sanitary sewerage system and the sewage disposal plant of said Village, the proceeds of such charges or rentals do derived to be for the use of the sanitary sewerage system and the sewage disposal works of said village.
- (t) The following is a non-exclusive listing of measures to protect against Back Flow. Back Flow protection is necessary to protect the public water system from contaminants from a private, auxiliary, or emergency water system which may enter the public system. Back Flow protection is also required as per Section 6109.13 Ohio Revised Code, and Section 3745-95 Ohio Administrative Code and by the Ohio Environmental Protection Agency. Other rules may be adopted upon approval by council.
  - (1). That if, in the judgment of the Village Administrator, an approved back-flow prevention device is necessary for the safety of the public water system, the Village Administrator will give notice to the water consumer to install such an approved device immediately. The water consumer shall, at his own expense, install such an approved device at a location and in a manner approved by the Village Administrator and shall have inspections and tests made of such approved devices as required by the Village Administrator.
  - (2). That no person, firm or corporation shall establish or permit to be established or maintain or permit to be maintained any connection whereby a private, auxiliary or emergency water supply other than the regulated public water supply of Village of West Lafayette may enter the supply or distributing system of said municipality, unless such private, auxiliary or emergency water supply and the method of connection and use of such supply shall have been approved by the Village

- Administrator of the Village of West Lafayette and by the Ohio Environmental Protection Agency.
- (3). That it shall be the duty of the Village Administrator to cause surveys and investigations to be made of industrial and other properties served by the public water supply where actual or potential hazards to the public water supply may exist. Such surveys and investigations shall be made a matter of public record and shall be reported as often as the Village Administrator shall deem necessary.
- (4). That the Village Administrator of the Village of West Lafayette or his duly authorized representative shall have the right to enter at any reasonable time any property served by a connection to the public water supply or distribution system of the Village of West Lafayette for the purpose of inspecting the piping system or systems thereof. On demand the owner, lessees or occupants of any property so served shall furnish to the Village Administrator any information which he may request regarding the piping system or systems or water use on such property. The refusal of such information, when demanded, shall, within the discretion of the Village Administrator, be deemed evidence of the presence of improper connections as provided in this ordinance.
- (5). That the Village Administrator of the Village of West Lafayette, is hereby authorized and directed to discontinue, after reasonable notice to the occupant thereof, the water service to any property wherein any connection in violation of the provisions of this ordinance is known to exist, and to take such other precautionary measures as he may deem necessary to eliminate any danger of contamination of the public water supply distribution mains. Water service to such property shall not be restored until such conditions shall have been eliminated or corrected in compliance with the provisions of this ordinance.
- (u) The following is a non-exclusive listing of miscellaneous rules for billing and termination of service and unclaimed funds.
  - (1). That all water meters shall be read by the Village Meter Reader at least monthly during the calendar year. Failure to permit the reader access to the meter will result in the water service being terminated until the meter reader can read the meter and re-connect charges paid.
  - (2) All accounts that have two consecutive estimated meter readings or two consecutive readings called in shall have an outside reader installed. The property owner shall pay 100 percent of the cost of the outside reader and if a new meter is required the property owner will pay 50 percent of the new meter.
  - (3). If service is terminated for non-payment, the account holder (customer) cannot get service at another residence until all outstanding charges are paid.
  - (4). Adjustments under Four Hundred Ninety Nine and 00/100 (\$499.00) Dollars may be made to water and sewer billing with the approval of the Office Manager, Fiscal Officer, and the Village Administrator. Adjustments over Four Hundred Ninety Nine and 00/100 (\$499.00) Dollars may be made only with approval of council.

- (5). After an account is closed and a final billing is completed any remaining funds will be returned to the account holder. The Village will make three attempts to contact the account holder. The first shall be by letter at the last known billing address within 60 days of closing the account. The second attempt will be by telephone between 61 and 120 days of closing the account. The third and final attempt will be certified mail between 121 and 180 days of closing the account. If all attempts to contact the account holder are unsuccessful then the Village will keep the funds in and Unclaimed "Funds Account" for five (5) years. After five (5) years the funds will be transferred to the General Fund.
- SECTION II. That any person who violates a provision of Section 662.01 Code of Ordinances for the Village of West Lafayette shall be guilty of a minor misdemeanor which is punishable by a fine of One Hundred Fifty and 00/100 (\$150.00) Dollars, court costs, and potential community service for each violation.
- SECTION III. That this Ordinance shall be and is hereby declared to be an emergency measure necessary to preserve the health, welfare, and safety of the citizens of the Village of West Lafayette, Ohio, the emergency being the necessity of providing proper revenues and orderly administration of the water utilities, and shall take effect immediately upon passage by Council.

PASSED IN COUNCIL THIS 28th day of September 28, 2009

Jack L. Patterson, Mayor

ATTEST:

Lisa Derr, Fiscal Officer

APPROVED AS TO FORM:

William M. Owens.

Solicitor for the Village of West Lafayette, Ohio

# Final Notice before <u>Termination</u> of Water and/or Sanitary Sewer Service

Account No.:	
You are notified that Water and/or Sanitary Sewer Service to:	
(Service address)	
will be terminated on the day of, 2008, for the following reasons:	
Utility charges in the amount of \$ are past due	
The Village has discovered evidence of METER tampering, Theft of service or Fraud	
Return Check for non-sufficient funds	
The Village has discovered evidence of unsafe plumbing in or to the premises	
The premises have been condemned and found to be unfit for human habitation and are vacant.	
The premises have been abandoned	
The occupants have refused to permit the Village Employees to have access to the premises to read the Water Meter or to inspect Water Equipment	

NOTE: If Water and/or Sanitary Sewer service is terminated, a reconnection fee of \$35.00 must be paid before service will be restored.

You may avoid termination by taking one or more of the following actions **prior** to the scheduled termination date:

- If you personally owe Water and/or Sanitary Sewer services charges that are past due, you need to pay the bill in full or make arrangements to pay which are satisfactory to the Village.
- 2) If you dispute the reason for the proposed termination, in whole or part, you may request a hearing to contest the termination. If a hearing is requested before the scheduled date for termination, termination will not take place until the hearing process is complete. If you request a hearing, you have the right to examine water/sewer department records concerning this Service Address; to bring a representative to help you at the hearing; and to bring witness(es) to testify on your behalf.

**NOTE**: To request a hearing you MUST complete a "Hearing Request Form". If you are unwilling or unable to complete the form in writing, a village representative will complete the form for your signature. You must sign the request.

3) OR, if you are a tenant consumer, and if in your rental agreement, the landlord customer is responsible for paying the Water and/or Sanitary Sewer bill, and you have signed the Village of West Lafayette Utility Department form obligating you to pay for water and sewer if the landlord customer fails to pay it, you may pay the bill and address the problem with your landlord.

## **APPLICATION for WATER and/or SANITARY SEWER SERVICE**

NTE:
COUNT NO.:
RVICE ADDRESS:
VNER'S NAME:
VNER'S ADDRESS:
POSIT: AMOUNT PAID:
ME, ADDRESS, AND INFORMATION OF PERSON AGREEING TO PAY:
ME:
RIVER'S LICENSE #: (required)
ODRESS (If different from Service Address)
LEPHONE NO.:
OTE: A deposit of \$50.00 (Fifty) Dollars shall accompany all Applications for Utility Services, unless other prior written arrangements have been made with the Village.

A customer, other than owner, or owner receiving the Village of West Lafayette's Water and/or Sanitary Sewer services shall be considered as accepting the provisions, rules, and regulations of the "Village of West Lafayette Water and Sanitary Sewer Connection and Termination Policy" and is Liable for all service charges that are associated with the above service address.

**Property Owners,** it is your responsibility upon sale of your property to notify the Village's Water and Sanitary Sewer Department. This will enable the Village to process a final reading and billing. You must also provide a **Forwarding Address** for the final bill.

**Note:** Landlord customers are **Liable** for all Village of West Lafayette utility service charges that are delinquent for the Service Address which is a rental.

Signature	Date
(Printed Name)	<u> </u>
·	
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HEARING REQUEST FORM
Date:
Hearing requested for which of the following:
ط denial of Utility Service
ت Disconnection of Utility Service
If a Hearing Request is for a <b>Disconnection of Utility Service</b> , please complete the following information:
Service Address being disconnected:
Account No.:
Owner's Name:
Owner's Address:(If different from service address)
Please give your reason and/or reasons why the disconnect should not be completed:

Name of Person Requesting the Hearing:  (Please Print)	
I, the undersigned affirm the above information to knowledge. I also understand that by giving false to the Service Address will be terminated immed	e information on this form that all utility services
I further understand that I have the right to examithis matter; to bring a representative to help me values to he hearing.	ine the Utility's Department records concerning with the hearing; and to bring witnesses to
(Signature)	(Date)
Mailing address:	
Phone No.:	
	·

#### NOTICE

A hearing request form provided by the person requesting a hearing may be in another form provided that it contains the information requested in this form. if you are unable to unwilling to complete this form, a representative of the Village of West Lafayette will complete it for you but you must sign it.

Assistance will-also be provided to persons who are unable to read or write.

A hearing will take place no sooner than five (5) business days and no longer than ten (10) business days of the request for hearing at the Utility Department Office between the hours of 8:00 A.M. and 4:00 P.M. and will be conducted by the Village Representative or his designee. No water and sewer service will be disconnected prior to the hearing if a hearing is requested. The Village Representative may have up to ten (10) business days after the hearing to render his decision. If the hearing has been requested prior to the actual disconnection of service no disconnection may occur until seven (7) days after the Village Representative's decision has been mailed to the customer and/or consumer.

## Voluntary Water and/or Sanitary Sewer Service Disconnection Request

All customers other than the consumer must give the consumer at least thirty (30) days notice before the disconnection

Account N	No.: Date of Requ	uest:
Customer	r Name:	
	ldress:	
	ress at which Water and/or Sanitary Sewer service i	
	l) Same as billing address	•
(2)	2) Or another address:	
The addre	ress at which Water and/or Sanitary Sewer service i	s to be suspended:
(1)	l) Single family residence	
(2)	2) Duplex/Triplex	
(3)	Apartment building or building containing	# of units
	Non-residential building	
	for suspension:	
(1)	) The address to be disconnected is completely unocc	upied
(2)	2) A temporary suspension is needed for repairs to:	
(3)	Other reasons (Explain):	

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anderstand that by giving raise information	true and accurate to the best of my knowledge. I also on on this form that I am liable for any laws that are Service Address will be terminated immediately.
Signature of customer requesting Disconnection	Date
f the Service Address being disconnecte iving at the Service Address is required.	ed is a rental, then the signature of an adult customer
Signature	Service Address or Apartment # affected
Signature	Service Address or Apartment # affected
Signature	Service Address or Apartment # affected
Signature	Service Address or Apartment # affected

Each consumer is to communicate by telephone personally, or in writing at his earliest convenience to the Village Utility Department that he concurs with the voluntary disconnect and that he understands the possible consequences of the consent and that it was obtained voluntarily. Also if service is still requested in the name of the consumer an application for service will have to be made. Prior to termination the Village of West Lafayette will make sure there has been contact with the consumer.

DIRECT BILLING AUTHORIZATION
Account No.:
Service Address:
By signing below I,, being the owner of the above listed property do authorize the Village of West Lafayette Utility Department to sent the utility bill directly to:
the current tenant at
and acknowledge that I will only be notified if the above account becomes delinquent to the point of scheduled termination. I also acknowledge that as the Landlord that I am <b>Liable</b> for all Village of West Lafayette utility service charges that are delinquent for this Service Address. I affirm the above information to be true and accurate to the best of my knowledge. I also understand that by giving false information on this form that all utility services to the Service Address will be terminated immediately.
Note: The Direct Billing process is not completed until the consumer (tenant) completes and signs the "APPLICATION for WATER and/or SANITARY SEWER SERVICE" form.
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Signature Date

## WATER AND SEWER CONSUMER (TENANT) USAGE AGREEMENT

Account No.:	
You, as the consumer of water and sewer service	es are notified that
has signed a form with the Village of West Lafay and sewer customer for payment of your water a receive service you are required by Ordinance N customer fails to pay for said service you will pay may be disconnected after giving you notice and as an opportunity to discuss the matter with the or	nd sewer bill. To receive or continue to o.: to sign an agreement that if the / for it. If you do not pay the bill, your service an opportunity for an appeal bearing as well
I in conservice or continuing to receive water and sewer bill and delinquent charges in the event the owner sewer bill fails to pay it.	sideration for receiving water and sewer service agree to pay for the water and sewer er or person responsible for the water and
Consumer (all adult occupants to sign	Date
Address	

## **DENIAL of WATER and/or SANITARY SEWER SERVICE**

To:
Your application for Water and/or Sanitary Sewer at:  (Service Address)  Was denied for the following reasons:  The Village will agree to provide Water and/or Sanitary Sewer at the address under the following conditions:  If you disagree with this decision or conditions we ask, you may request a hearing to appeal this denial. If you request a hearing, you have the right to examine the Utility's Department records concerning this denial; to bring a representative to help you with the hearing; and to bring witnesses to testify at the
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hearing. You may request a hearing by completing a "Hearing Request" form. The "User-ing December 19
for can be picked up at the Village's Administration office or you can call and request that one be mailed to you. If you are unwilling or unable to fill out the form, a village representative will fill out the form for you. You will required to sign the form.
(Signature of Employee Making Decision) (Date)
(Printed Name of Employees & Title)

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