



Water & Sewer Bill Overdue Payment / Shut-Off Policy

The current owner of the property is responsible for unpaid water/sewer bills. Municipal utility bills stay with the property, much the same as property taxes stay with the property. Water/sewer bills shall be settled at time of closing.

Under the City Code of Ordinances, Chapter 289-21 (E), and Chapter 245-16 (J) delinquent water/sewer bills are treated as follows.

Chapter 289-21 Section E of the Code states:

Delinquent bills. If any charges are not paid within 30 days after the billing date, such unpaid charges shall be subject to a service charge of 1 1/4% per month, 15% per annum. If the charges are not paid within 30 days after the billing date thereof, all services furnished by the system may be discontinued, after the deadline specified on the delinquent notice which is mailed to the property owner 30 days in advance. A late payment fee of \$10 will be assessed to all water customers to which a delinquent notice is forwarded. Service discontinued shall not be restored until all charges owed and interest, penalties and costs incurred have been paid in full.

[Amended 7-7-2014 by Ord. No. 04-15] [Amended 9-1-2014 by Ord. No. 06-15] [Amended 7-3-2017 by Ord. No. 03-18]

Chapter 245-16 Section J of the Code states:

If any charges are not paid within 30 days after the billing date, such unpaid charges shall be subject to a service charge of 1 1/4% per month, 15% per annum. If the charges are not paid within 30 days after the billing date thereof, all services furnished by the system may be discontinued after the deadline specified on the delinquent notice which is mailed to the property owner 30 days in advance. A late payment fee of \$10 will be assessed to all sewer customers to which a delinquent notice is forwarded. Service discontinued shall not be restored until all charges owed, interest, penalties and costs incurred have been paid in full.

[Amended 9-1-2014 by Ord. No. 07-15] [Amended 7-3-2017 by Ord. No. 04-18]

The Tax Collector and Municipal Services Department will implement the following procedure to deal with delinquent water/sewer accounts, which are past due.

“After the due date, a delinquent notice will be mailed to the property owner and tenants, giving 30 additional days to pay the delinquent bill. (The delinquent notice will be the final notice for both property owners and tenants.) Should the delinquent bill remain unpaid after the additional 30 days, The Tax Collector will provide the Municipal Services Director or his/her designee a final disconnect list, and the water will be shut off by the Municipal Services Department. Water service will not be restored until the Tax Collector confirms that all charges owed and interest, penalties and costs incurred have been paid in full.”

Payment Arrangement Option:

If the property owner continues to have difficulties paying their water/sewer bill after the 60 days given, the Municipal Services Department and the Tax Collector may allow an additional 30 days to pay with a

signed payment arrangement. (Only the owner of the property is allowed to make a payment arrangement.) Should the property owner choose this option, they must come to the Tax Collector's Office **BEFORE** the delinquent notice is due and sign a payment arrangement. The arrangement will give an additional 30 days from the delinquent notice deadline to pay water/sewer bill in full, or the water to the property will be disconnected. If disruption of service occurs at this time, services will not be restored until the Tax Collector confirms that all charges owed and interest, penalties and costs incurred have been paid in full.

Chapter 289-21:F Liens on Property- Liens on property. All charges and fees levied pursuant to these rules and regulations shall be a charge and lien upon the premises to which water is delivered from the date the same becomes due until paid, and the owner or current owner, if known, of every building, premises, lot or house shall be liable for all water delivered to or taken and used upon his or her premises which lien and liability may be enforced by the City through action at law or suit to enforce such lien. (Reference RSA 38:22.)

This policy will be utilized if payment is not made.

An owner wishing to discontinue service at their property must submit such request in writing to the Municipal Services Department. The request must be hand delivered to 43 West Bow Street, Franklin, NH. A photo ID must be provided also.