

TOWN OF LISBON
New Hampshire

OFFICE OF THE BOARD OF SELECTMEN

WATER/SEWER SHUT OFF POLICY

Purpose: The Town of Lisbon, Board of Selectmen establishes the following policy for the nonpayment water& sewer utility services.

This policy is to ensure:

- a. all utility service fees are paid in a timely manner;
- b. to provide adequate cash flow for operations in the water & sewer enterprise systems

Criteria for Termination / Shut Off of Services: All accounts/ customers, which are in delinquency of at least Ninety (90) days for non-payment of water and/or sewer fees or are in excess of five hundred (\$ 500) dollars in unpaid fees.

Notice To Selectmen: The Town Tax Collector will advise the Board of Selectmen of any outstanding non-payment accounts that are at least 90 days overdue.

First Notice – 30 Days: A **Certified letter** will be sent to the Owner of the property to notify them that they are delinquent / past due in their water and/or sewer account. An additional notice will be mailed to residential tenants of the property. The Owner has thirty (30) days from the date of the letter to contact the Town Tax Collector’s Office and make a payment

Shut Off Notice - 7 Days: If the account remains delinquent, seven (7) days prior to the termination of services a “shut off” notice will be affixed to door of residence with termination date.

Payment: All accounts, which have been notified of termination of services or accounts shut off for nonpayment, must be paid by **bank certified check, money order or cash directly to the Town Tax Collector’s Office.**

Medical Emergency: The Board of Selectmen will refrain from disconnecting water when a written certification is received from a licensed physician stating that a serious illness or medical condition exists which would be seriously aggravated by lack of the water service.

Payment Plans: The Board of Selectmen will accept payment plans in order to avoid shut off if taxpayer initiates the plan prior to shut off. All plans must include the dates and amounts of the proposed payments. Payment plans shall not be for a time period greater than 6 month and should detail how past due amounts will be paid off while also paying current billings. It is to be understood by the

taxpayer that payments must be made when proposed and if a payment is missed, the plan will become null and void and the water will be turned off after 7 business days with no additional notification.

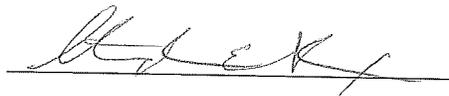
Termination of Services: If the account remains delinquent after the Seven day notice, the Selectmen's office shall issue a termination of service order and Highway Department personnel shall terminate water services to said location.

Tampering of Services: Any effort to turn a water service back on without Town approval shall be subject to legal prosecution for tampering with town property. The said water service shall be immediately re-terminated (shut off) of services and charged an additional administrative penalty of One Hundred (\$100) Dollars

Reinstatement of Services & Reinstatement Fee: Accounts, which are terminated, shall be subject to a Twenty-Five (25) dollar administration fee, which shall be paid directly to the **Town Tax Collector's office.**

Upon payment, in full of delinquent service and administration & reconnect fees, a location's utility services shall be reconnected by Highway personnel between normal business hours of Monday-Friday 7:00AM to 3:00PM, except holidays.

The Board of Selectmen - Adopted 9 / 2 /14



Stephen Knox, Chairman



Donald Butson
