

CHAPTER 92  
**WATER RATES**

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**92.01 SERVICE CHARGES.** Each customer shall pay for water service provided by the City based upon use of water as determined by meters provided for in Chapter 91. Each location, building, premises or connection shall be considered a separate and distinct customer whether owned or controlled by the same person or not.

*(Code of Iowa, Sec. 384.84)*

**92.02 RATES FOR SERVICE.** Water service shall be furnished at the following rates:

*(Code of Iowa, Sec. 384.84)*

1. Monthly Rates Within the City Limits.
  - a. Base Rate - \$7.00 per month
  - b. Flow Rate - \$5.50 – equal to \$0.0055 per gallon
2. Monthly Rates Outside the City Limits
  - a. Base Rate - \$16.00 per month
  - b. Flow Rate - \$8.25 – equal to \$0.00825 per gallon
3. Bulk Water – Water Sold in Bulk
  - a. Flow Rate - \$8.25 – equal to \$0.00825 per gallon
4. Single-Purpose Meters – Yard Watering Meters
  - a. Section 91.10 of Chapter 91 allows the use of single-purpose meters for watering. The water service rates in this section apply to those meters

**92.03 BILLING FOR WATER SERVICE.** Water service shall be billed as part of a combined service account, payable in accordance with the following:

*(Code of Iowa, Sec. 384.84)*

1. Bills Issued. The Utility Department shall prepare and issue bills for combined service accounts on or before the last day of each month.
2. Bills Payable. Bills for combined service accounts shall be due and payable at the office of the Utility Department by the 20<sup>th</sup> day of the following month.

**92.04 SERVICE DISCONTINUED.** Water service to delinquent customers shall be discontinued in accordance with the following:

*(Code of Iowa, Sec. 384.84)*

1. Notice. The Utility Department shall notify each delinquent customer that service will be discontinued if payment of the combined service account is not received by the date specified in the notice of delinquency. Such notice shall be sent by ordinary mail to the customer in whose name the delinquent charges were incurred and shall inform the customer of the nature of the delinquency and afford the customer the opportunity for a hearing prior to the discontinuance.
2. Notice to Landlords. If the customer is a tenant, and if the owner or landlord of the property or premises has made a written request for notice, the notice of delinquency shall also be given to the owner or landlord.
3. Hearing. If a hearing is requested by noon of the day preceding the shut off, the Mayor shall conduct an informal hearing and shall make a determination as to whether the disconnection is justified. The customer has the right to appeal the decision to the Council, and if the Council finds that disconnection is justified, then such disconnection shall be made, unless payment has been received.
4. Fees.
  - A. A fee of \$25.00 shall be charged before service is restored to a delinquent customer. No fee shall be charged for the usual or customary trips in the regular changes in occupancies of property.
  - B. A service charge of \$25.00 shall be assess to any customer whose payment is not honored by the customer's financial institution for any reason when presented. If two or more payment are dishonored, they payments for that account shall be made by cash or money order only.

**92.05 LIEN FOR NONPAYMENT.** The owner of the premises served and any lessee or tenant thereof shall be jointly and severally liable for water service charges to the premises. Water service charges remaining unpaid and delinquent shall constitute a lien upon the premises served and shall be certified by the Clerk to the County Treasurer for collection in the same manner as property taxes.

*(Code of Iowa, Sec. 384.84)*

**92.06 LIEN EXEMPTION.** The lien for nonpayment shall not apply to a residential rental property where water service is separately metered and the rates or charges for the water.

**92.07 LIEN NOTICE.** A lien for delinquent water service charges shall not be certified to the County Treasurer unless prior written notice of intent to certify a lien is given to the customer in who name the delinquent charges

were incurred. If the customer is a tenant and if the owner or landlord of the property or premises has made written request for notice, the notice shall also be given to the owner or landlord. The notice shall be sent to the appropriate persons by ordinary mail not less than thirty (30) days prior to certification of the lien to the County Treasurer.

*(Code of Iowa, Sec. 384.84)*

**92.08 CUSTOMER DEPOSITS.** There shall be required from every customer not the owner of the premises served a \$75.00 deposit intended to guarantee the payment of bills for service.

**92.09 TEMPORARY VACANCY.** A property owner may request water services be temporarily discontinued and shutoff at the curb valve when the property is expected to be vacant for an extended period of time. There shall be a \$25.00 fee collected for shutting the water off at the curb valve and a \$25.00 fee for restoring service. During a period when service is temporarily discontinued as provided there shall be no minimum service charge. The City will not train pipes or pull meters for temporary vacancies.

**92.10 WATER ADJUSTMENT.** Upon application to and at the discretion of the Tiffin City Council, each customer or address within the Corporate Limits of the City of Tiffin may be allowed a one-time adjustment on the water bill at that address or meter with an adjustment cap of \$250.00. A twelve-month average billing amount will be established from the twelve immediate previous billing cycles. The customer will pay no less than the average of those previous twelve months. Tax will be paid on the original full billing amount, regardless of the amount of adjustment. If an adjustment is made to the customer's water bill under this ordinance then the one-time sewer adjustment must also be used at the same time.