

ORDINANCE NUMBER 2020-07



**AN ORDINANCE AMENDING ORDINANCES 2005-04 AND 2007-07
CITY OF SHANNON HILLS, ARKANSAS WATER DEPARTMENT;
AND FOR OTHER PURPOSES.**

**NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL
OF SHANNON HILLS, ARKANSAS, THAT**

SECTION 1: This Ordinance amends Ordinance 2005-04 and Ordinance 2007-07

SECTION 2: The ordinances are amended to include the following:

- **Reading Meters and Sending Out Bills-**Water meters are read between the 23th and 30th or 31st of each month. Water bills are mailed on the last day of every month.
- **Due Date-** All Bills are due by the 10th of each month
- **Penalty-** A 10% Penalty is added to all bills not paid by 5 PM on the 10th.
- **Late Fee-** A \$25 Late fee will be applied to all bills not paid by the 20th of each month.
- **Shut Offs-** All accounts unpaid by 5 pm on the 20th of each month will be subject to shut off on the 21st. All charges must be paid in full for service to be restored.
- **Exception-** If the 21st falls on a Friday, Shut-offs will be conducted the following business day i.e. Monday, or Tuesday if Monday is a holiday.
- **Reminders-** The Shannon Hills Water Department does not send out reminders. It is up to you to remember to pay your water bill.
- **Payments-**The Shannon Hills Water Department will make payment arrangements. If you would like to make payment arrangements, you will need to contact our office prior to our shut off list going out at 5pm on the 20th. In order to make a payment arrangement, you will need to provide half of the full amount of your water bill, including late fees, penalties, and past due amounts to our office prior to the 20th of each month. In some cases, such as a water leaks, penalties may be waved. To avoid penalties in all other cases, make your payment arrangements before the 10th of each month. Once payment arrangements have been set up, you will be required to pay every subsequent water bill in full thereafter, as well as your monthly payments agreed upon by the water department. A minimum of \$25 a month must be applied to your outstanding balance each month. If you fail to meet this obligation, your water will be shut off until such time that you can pay the entire balance in full.
- **Reconnect Fee-** A \$25 reconnect fee will be applied if your water is shut off. If you request that your water be turned on after hours, there will be an additional \$35 after hours reconnect fee applied for a total of \$60. This fee plus the past due amount, will be made payable to the Shannon Hills Water Department and will be submitted to the water department representative that comes to restore your

service. If you have paid online, a confirmation number will need to be provided plus the \$60 reconnect fee. This will need to be a check or a money order as the water department no longer accepts cash. After hours reconnects will not be done after 9 PM.

- **After 90 Day Reconnect-** If you are disconnected for non-pay, and your water remains off for 90 consecutive days, your account will be closed. If you wish to restore service after this time, you will be required to pay your past due balance as well as any penalties and \$75 to open a new account.
- **Times of Emergency-** During times of emergency, the water department, with the mayor's approval, will have the authority to make exceptions for customers whom have been affected. Proper documentation will need to be submitted to the water department for approval. The exceptions to be made will be determined on a case by case basis after all factual evidence has been considered.
- **Return Checks-** A return check charge of thirty dollars (\$30.00) (along with the amount of the check) and paid with-in twenty-four hours or the water/sewer will be disconnected. Return checks and related charges will be paid by money order or cashier's check only. We no long accept cash. The city reserves the right to refuse personal checks from anyone that has three or more returned checks. A disconnection for a return check is the same as a disconnection for non-pay. All reconnect fees will apply.

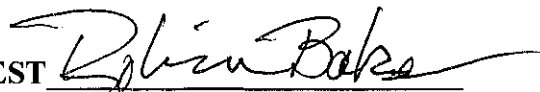
SECTION 4: That all ordinances or parts of ordinances, in conflict herewith, are hereby repealed.

SECTION 5: That if any provision of this ordinance is held to be void, it shall not affect the remainder, but the remainder shall stand.

SECTION 6: As time is of the essence, and for the peace, health and welfare of the community, an emergency is declared to exist and this ordinance shall be in full force and effect from and after its passage and approval.

DATE PASSED 10/20/20
October 20, 2020

APPROVED 
Mike Kemp
Mayor

ATTEST 
Robin Baker
Recorder

