



Town of Queenstown

Queenstown Commissioners



County Seat from
1708 to 1782

June 1, 2017

Dear Town Resident/Property Owner:

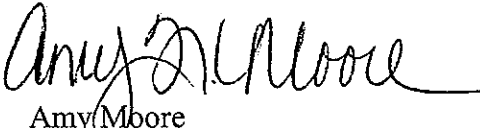
At the May 23rd Commissioners meeting, the Town Commissioners voted to approve Resolution 17-102, which established a revised disconnection policy for the delinquent water and sewer accounts. A copy of the signed Resolution is enclosed. The new disconnection policy goes into effect January 1, 2018. The new policy was adopted to help the Town meet its financial obligations and to eliminate the Town carrying an average of \$25,000 on the books each month for past due water and sewer accounts.

The purpose of this letter is to advise all property owners and residents that **all past due water and sewer bills must be paid in full before December 31, 2017**. Any account that is not current and paid in full prior to December 31st will be disconnected on January 3, 2018. This does not include your bill that is due in January. The Commissioners realize that the new policy could be an inconvenience and a hardship to some residents who have rather large past-due balances. For this reason, the Council elected to defer the implementation of the new policy for 7 months from its adoption in order to give its residents time to bring the past due accounts current.

Please contact the Town office for further information and to inquire about your past due balance (if applicable). The Town office can accept a payment at any time, for any amount and it will be applied to your account. Within the next couple of months we will be able to take credit card payments and you will be able to make payments online. If you do have a past due balance, please take advantage of the next 7 months and work to decrease your balance to avoid having to make a large payment by December 31, 2017.

Thank you for your understanding and cooperation.

Very truly yours,


Amy Moore
Town Clerk

Enc.

RESOLUTION 17-102**A RESOLUTION OF THE COMMISSIONERS OF QUEENSTOWN TO ESTABLISH A DISCONNECTION POLICY FOR DELINQUENT WATER AND SEWER ACCOUNTS**

WHEREAS, Md. Code Ann. Environmental Article § 9-705 and the Queenstown Town Charter § 19-60 authorize the Town to construct, operate, modify and maintain a water and sewerage system; and

WHEREAS, Md. Code Ann. Environmental Article § 9-723 through 9-726 and the Queenstown Town Charter § 19-65 authorize the Town to establish rates, fees and charges for municipal water and sewer services; and

WHEREAS, the Town has adopted Section 14 of the Town Code which addresses the Town's policies and regulations concerning its water and sewer system, including the payment of water and sewer charges; and

WHEREAS, in accordance with Section 14.51 of the Queenstown Town Code, the Commissioners of Queenstown have determined that it is desirable and in the public interest to adopt a Water/Sewer Disconnection Policy to address delinquent accounts.

NOW THEREFORE, BE IT RESOLVED by the Commissioners of Queenstown that the following policy is hereby **ADOPTED**.

**Town of Queenstown
Water/Sewer Disconnection Policy**

The Town of Queenstown establishes the following water/sewer disconnection policy to be followed when a water/sewer account is delinquent.

The Town of Queenstown mails out water/sewer bills monthly with a due date for the following month. If a payment is not received in the office on or before the due date, a \$5.00 late fee will be assessed at 8:00 a.m. on the following business day.

In addition to the assessment of a late fee, if payment is not received by the close of business on the due date, then 10 days after the due date, a disconnect letter will be mailed to all past due property owners. In addition to the disconnect letter being mailed to the property owner, in the case of a rental property, a notice will also be placed on the door of all past due rentals. The disconnect letter will give the owner and/or tenant an additional 14 days to have their water/sewer bill paid in full.

If payment in full is not received by the close of the business on the 14th day following the disconnect letter, the water will be disconnected the following business day at 8:00 a.m. and a disconnect fee of \$35.00 will be assessed to the account immediately. An account is considered disconnected when the address is given to the water department for disconnection, and not when the water is physically disconnected. To have the water reconnected, the entire

past due bill, along with the \$35.00 disconnect fee and a \$35.00 reconnect fee, must be received by the Town Office. Payment must be received in the Town Office by 3:00 p.m. in order to have water reconnected the same day.

Example of Town's Billing, Notices and Disconnect Policy*:

Water bill mailed January 4th

Water bill due 30 days after mailing (February 3rd)

Late fee assessed on the 31st day after mailing (February 4th)

Water disconnect letter mailed 10 days after due date (February 13th) if payment still not received

Water bill must be paid by close of business, 14 days after the past-due notice (February 27th) to avoid disconnection on the following business day (February 28th)

*(*The dates set forth above are for illustration purposes only. The actual billing date may vary)*

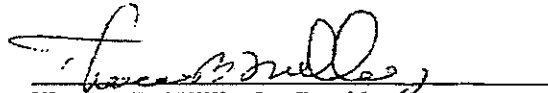
BE IT FURTHER RESOLVED that this Resolution shall become effective on January 1, 2018.

WITNESS:

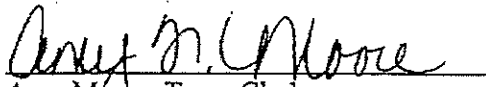
TOWN COMMISSIONERS FOR THE TOWN OF QUEENSTOWN:



Amy Moore, Town Clerk



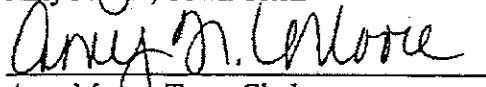
Thomas B. Willis, Jr., President




Amy Moore, Town Clerk



Holger Schuster, Commissioner



Amy Moore, Town Clerk



George L. Plumbo, Commissioner