

RESOLUTION 23-101

A RESOLUTION OF THE COMMISSIONERS OF QUEENSTOWN TO AMEND THE DISCONNECTION POLICY FOR DELINQUENT WATER AND SEWER ACCOUNTS TO INCREASE THE LATE FEE FROM \$5.00 TO \$10.00

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, by Resolution 17-102, the Commissioners of Queenstown adopted a Water/Sewer Disconnection Policy to address delinquent accounts; 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 increase the late fee within the Water/Sewer Disconnection Policy to address delinquent accounts.

NOW THEREFORE, BE IT RESOLVED by the Commissioners of Queenstown that the following revised 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 \$10.00 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 31st

Water bill due 30 days after mailing (March 2nd)

Late fee assessed on the 30th day after mailing (March 2nd)

Water disconnect letter mailed 10 days after due date (March 12th) if payment still not received


Water bill must be paid by close of business 14 days after the past-due notice (March 25th) to avoid disconnection on the following day (March 27th)

(*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 1
 July , 2023.

WITNESS:


TOWN COMMISSIONERS FOR THE
TOWN OF QUEENSTOWN:




Aaron Horney, Town Clerk




Alton Hardee, President



Aaron Horney, Town Clerk



Thomas B. Willis, Jr., Commissioner



Aaron Horney, Town Clerk



Bryon Callahan, Commissioner