



**Administrative Policy**  
**SEWER/WATER DISCONNECT**  
**Water Department – A610**

Effective Date:

April 2011

Revised Date:

## **Delinquent NGCSD Sewer Accounts Water Service Disconnect**

### **Summary**

The Northern Gila County Sanitary District (District) utilizes a standard procedure for the collection of past due sewer service accounts. They disconnect the delinquent customer's private sewer line from the public sewer line. This method requires that the private sewer line be exposed by means of digging it up with a backhoe and placing a cap on the private sewer line. After the delinquent account is brought up to date the District must return to the site and dig the private sewer line up again in order to reconnect it to the public sewer main. These excavation activities can, and do, damage public streets and raise a risk of damaging other buried utilities such as gas lines, electric lines, water lines, etc. In order to prevent these unnecessary excavations and the resultant damage to streets the NGCSD and the Payson Water Department have developed a procedure for cooperation to minimize these risks.

The procedure would allow the Water Department to assist the District by discontinuing water service to a property whose owner is delinquent in sewer service payment(s). The District would pay a fee for any Water Department actions necessary under the arrangement.

### **Process**

- 1) The District would notify the delinquent property owner and/or their tenant and the Water Department simultaneously that the customer's water service is subject to discontinuance if the delinquent account is not paid within 10 days.
- 2) The District would notify the Water Department of any accounts that were brought current and the Town would take no action.
- 3) The District would also notify the Water Department of any bills that were not brought current or for which payment arrangements had not been made and the Water Department would disconnect water service until such time as notified by the District that the account was current.



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**Procedure**

1. District notifies Water Department (WD) of delinquent sewer accounts subject to discontinuance of service. WD analyzes list and notifies District of any delinquent accounts that are **not** WD customers. Charge to District of \$15.00 per list.
2. District provides WD with a copy of notice of water service discontinuance to property owner of delinquent sewer account.
3. District notifies WD of any delinquent accounts that are not brought current by deadline issued by District to sewer account.
4. WD prepares customer service order and discontinues water service to delinquent property. Charge to District of \$20.00 per account.
5. District notifies WD when account has been brought current. WD prepares customer service order and resumes water service to customer. Charge to District of \$20.00 per account.
6. In the event that the WD is notified of a delinquent sewer account at an address of an inactive water account water service will not resume for that address until the delinquent sewer account is brought current as determined by the District.

**References**

Ord. No. 800