

1. **Water/Sewer Billing Policy:** The following policy shall govern the provision of municipal water/sewer billing of the Town of Stevensville, MT. The purpose of this policy is to provide consistent customer rules and guidelines. Individuals who have questions regarding the services provided by the Town of Stevensville are encouraged to contact Town Hall at 406.777.5271.
2. **Water/Sewer Billing Information:** Services being provided and billed for in Stevensville, MT consist of water, sanitary sewer. All municipal water/sewer services being billed for are included on one (1) billing for each account. Municipal water/sewer services and this policy both include residential and commercial users. The Town of Stevensville shall maintain account records for each customer that includes the customer's legal name, billing address, account number, service address, current charges, and account history including consumption, past due charges, penalties, and fees.
3. **Water/Sewer Billing Office Hours:** Monday through Friday 8:00 a.m. – 4:00 p.m.
4. **Water/Sewer Billing Contact Information:** Mailing address: P.O. Box 30, Stevensville, MT, Phone number: 406.777.5271, Website address: www.townofstevensville.com
5. **Water/Sewer Accounts:** All accounts shall be carried in the name of the property owner. The property owner shall be liable for all water/sewer services supplied to the property, whether property is owner occupied or not, and any charges unpaid shall be collected as authorized by Municipal Code and State Law.

6. **Rate Calculation:** All municipal water/sewer charges shall be calculated in accordance with the specific rate established by ordinance, resolution, or policy as adopted by the Town of Stevensville and applicable to each municipal water/sewer service provided to a customer.

7. **Additional Charges:** Billings for extra services, disconnection or reconnection of services, installation charges, or other special charges shall be billed in accordance with the applicable rate resolution and shall be billed as a separate bill.

8. **Town of Stevensville Water/Sewer Service Application:** Any person, firm or corporation desiring to establish water/sewer service shall make application for said service(s). All new municipal water/sewer service accounts may only be placed in the property owner's name. The owner shall be responsible for the water/sewer billing on the said property. Applicants must be at least eighteen (18) years of age. The application shall be on such form(s) as may or now hereinafter be prescribed by The Town of Stevensville Water/Sewer Department. The application shall include the applicant's name, service address, mailing address, telephone number, driver's license number, and signed agreement form. Each service location shall be considered a separate account. The water/sewer department will not activate new accounts on a service location that has a delinquent account; all accounts must be paid in full prior to establishing future accounts at the same property.

9. **Billing Cycle:** Meters are generally read at the end of each month by the Public Works Department. In the event that a meter reading cannot be obtained, the consumption will be estimated by the Office Assistant. Water/Sewer bills are mailed to each user monthly. Water/Sewer bills are mailed on or around the 1st day of each month. The date the bill is created shall be known as the billing date. Water/sewer bills are due and payable 15 days following the billing date. After 30 days, unpaid water/sewer bills become delinquent and a five percent (5%) penalty may be added to all delinquent water/sewer billings. Delinquent fees shall not be refunded.
10. **Delinquent Accounts & Disconnection of Service:** Notice of water/sewer service billing delinquency will be mailed to each and every delinquent water/sewer service account holder by the 5th business day of the month following the delinquency. The notified delinquent water/sewer account holder(s) will be given 15 days to pay the delinquent water/sewer billing, including any and all penalties, or to make arrangements agreed upon by all parties for the payment of the same. If following the notice of delinquency and the 15 day payment period a delinquent water/sewer billing remains unpaid and no effort has been made to pay the said bill, the Town of Stevensville Public Works Department shall be directed to disconnect the water service from the Town of Stevensville municipal water services. Delinquent water/sewer service billings remaining unpaid, and over sixty (60) days delinquent, shall be turned over for collection. If a delinquent water/sewer service billing remains unpaid and/or has been turned over for collection, water services will not be reconnected and/or reinstated to the applicable user at any property until all applicable delinquent water/sewer service billings, reconnection fees and collection costs have been paid.

11. Reconnecting to Municipal Water/Sewer Services: Once a water/sewer service account has been disconnected from municipal water/sewer services it shall not be reconnected until the applicable delinquent water/sewer service billing(s), including penalty has been paid. In addition, a \$50.00 reconnect fee during business hours (8:00 a.m. – 4:00 p.m. Monday – Friday) or \$100.00 after business hours shall be charged to the delinquent water/sewer service account. Following payment of the applicable delinquent water/sewer service billing(s) and the reconnection fee, the Town of Stevensville Public Works Department will be directed to reconnect the delinquent water/sewer service account to municipal water/sewer services.

12. Payments: Town of Stevensville provides residents several options to make payment on their water/sewer bill: In person – Payment can be made at Town Hall, 206 Buck Street, Stevensville, MT 59870. Drop box – A locking drop box is located on the front of Town Hall for customer use. Debit or credit card payments are accepted over the phone, there is an additional service fee paid for by the cardholder. Electronic payments – Through the Towns website, customers can set up a payment for their water/sewer bill wherever there is an internet connection. Payments can be made electronically using a credit or debit card with an additional service fee.

Customers that are unable to pay their water/sewer bill by the due date are encouraged to contact the water/sewer billing department to arrange a mutually agreed upon payment plan, with the goal of the payment plan being to bring the customer's account current. Water/Sewer staff has the right to reject a proposed payment plan if it is determined not to achieve the goal of bringing a customer's account current. If a customer fails to comply with any term and/or condition contained within the signed payment plan, the customer

shall be subject to disconnection of service with no additional notice. The Town of Stevensville reserves the right to no longer accept personal checks at any time.

13. Water/Sewer Services: In order to supply and maintain the Water and Sewer Services to the Town of Stevensville: All users of these services, once connected, are required to pay the base rate for each service throughout the year. There are no partial year shut offs, regardless of use: irrigation, reforeclosure or empty building rates. All owners of property; commercial, residential, multifamily, town home or condo, are responsible to the Town of Stevensville for the payment of these services. These services are billed monthly and payments are due monthly.