

City of Cornelius
Credit Policy for Utility Accounts
(Approved by City Council October 6, 2008)

The City of Cornelius is willing to extend credit to utility account customers as long as all of the following apply:

- The customer completes a delayed payment agreement to pay the balance in full. If the payment cannot be made in full, then a time payment agreement must be made (time payments are made for a period of 3 months).
- The customer does not already have a delayed payment agreement or time payment agreement that is currently active.
- The customer has not defaulted on any prior agreements made in the past 6 months.
- The utility service to the customer's property has not already been disconnected*.

If all of the above apply the customer may make one of the following agreements:

- Delayed Payment Agreement
 - The delayed payment agreement cannot extend past the last business day of the current month, unless a time payment agreement has been made.
- Time Payment Agreement
 - Customers must pay 25% of their total balance owing before a time payment agreement can be put into place.
 - The time payment agreement will allocate the remaining 75% of a customers' bill over the next 3 months. Customers will then pay 25% plus their current billing for the next 3 months on the dates specified on the agreement form.
- If the customer defaults on any agreement the utility service will be disconnected* the next working day, the total balance owing on the account will be due in full, and no agreements will be accepted for a period not to exceed 6 months.

*If at anytime a utility service is disconnected for non-payment or due to a default on an agreement, then all appropriate reconnect fees and charges will be billed.

City Code Section 13.05.040

E. Except in cases where there is an imminent threat to the public's health, safety and welfare, prior to terminating water service an owner or occupant (if different) shall be given the opportunity to be heard before the City Manager (or their designate) on why termination of water service would be illegal or otherwise improper consistent with the following procedures.

1. In the event the person believes termination of water service would be illegal or otherwise improper, the person must, within three (3) business days of receiving a notice of termination from the City, deliver a written notice to the offices of the Manager with the following information:
 - (i) customer's name and address where termination of water service is to occur
 - (ii) address and telephone number where customer can be reached; and
 - (iii) a brief explanation why the customer believes water should not be terminated.
2. Within three (3) business days of the receipt of the notice challenging termination of water service, the City Manager shall set a time for a hearing on the customer's notice informing the customer of said time in writing at the address given in the customer's notice. At the time of the hearing, the City Manager shall review the City's files and afford the person an opportunity to explain why termination would be illegal or otherwise improper. The City Manager shall then determine whether to terminate service, condition continuation of service or take such other actions as he/she deems, in their sound discretion, to be appropriate under the circumstances. The determination of the City Manager shall be final.