

BEFORE THE Board OF PUBLIC WORKS AND SAFETY  
CITY OF CHARLESTOWN, INDIANA

Resolution 2014-R- 01

**DISCONNECT PROCEDURE FOR UTILITY SERVICES**

WHEREAS, The City of Charlestown Board of Public Works and Safety oversees the operation of the City of Charlestown water, sewer and garbage utilities; AND  
WHEREAS, it is the responsibility of the City of Charlestown Board of Public Works and Safety to insure that utility customers pay for services and products received; and  
WHEREAS, utility customers that do not pay their utility service bills as required are subject to a notice of cessation of utility services. Now, therefore,

Be it Resolved by the Board of Public Works and Safety that the following procedure is established to insure that city utility customers' services are not wrongfully disconnected.

Procedures

1. Any customer that is at least thirty (30) days delinquent in the payment of the customer's utility bills are subject to cessation of utility service, including but not limited to disconnection from the city water service;
2. A written notice will be mailed to the address provided by the any customer of the delinquency in payment of the utility bills to the City of Charlestown;
3. The written Notice provided to the customer shall state that customer's utility services may be discontinued, and shall provide an opportunity for the utility customer to submit a written objection to the Clerk/Treasurer of the City of Charlestown within ten (10) days of the date the Notice is mailed to the customer at the address provided by the customer.
4. If an Objection is filed by the customer, the Objection shall be verified and contain the following information: The customer's Full Name, the address of the location where utility services is provided, every legal reason the customer objects to the disconnection of utility service, the identity of all of the persons known to the customer that may be called as witnesses of the facts contained in the customer's objection, and a verified statement, given under penalties for perjury, executed before a notary public or other official authorized to administer oaths, that the statements in the written Objection are true and accurate, to the best belief of the customer.
5. It shall not be a sufficient reason for Objection that the customer lacked sufficient funds to pay the utility bill.
6. If the customer shall file an Objection as stated above the customer must appear at the next meeting of the City's *Board of Public Works and Safety* prior to disconnection from city water services;
7. That in the event that a written request for a hearing is not received by the Water Utility Office of the City of Charlestown, Indiana within ten (10) days of the time that a written notice of disconnection is mailed or delivered to the utility customer then the customer's utility services may be cut off without further notice.

All of which is Resolved on the 21<sup>st</sup> day of <sup>January</sup> ~~February~~, 2014.

January 21, 2014  
Date

G. Robert Hall  
G. Robert Hall, President

Attest:  
Donna Coomer  
Donna Coomer, Clerk/Treasurer