

**CITY OF FRANKSTON**  
**WATER AND SEWER SERVICE DISCONNECTION POLICY**

**SECTION 1. PURPOSE**

This policy establishes uniform procedures for billing, delinquency, disconnection, and reconnection of water and wastewater services, ensuring compliance with Texas law, Texas Municipal League (TML) guidance, and protecting public health and safety.

**SECTION 2. BILLING AND DELINQUENCY**

A. Utility bills are issued monthly and are due by the 10th.

B. Regular accounts, excluding approved elderly customers and those granted a medical hardship, shall be assessed a 10% late fee if payment is not received by the 10th day of the month.

**SECTION 3. NOTICE OF DISCONNECTION**

A. Prior to disconnection, the City shall provide written notice to the customer.

B. Notice shall include:

- Customer name and service address
- Total amount due
- Reason for disconnection (non-payment)
- Final date to pay
- Scheduled disconnection date
- Instructions for requesting a hearing
- City contact information

C. Notice shall be provided at least ten (10) days prior to disconnection. The ten (10) day period shall begin on the date the notice is mailed or otherwise delivered, and that day shall be included in the calculation of the notice period.

D. Notice may be delivered by:

- Mail
- Utility bill statement
- Door tag

**SECTION 4. RIGHT TO HEARING**

A. All customers shall have the right to request an informal hearing prior to disconnection.

B. Hearing requests must be made before the cutoff date stated in the notice.

C. Hearings shall:

- Be informal
- Be conducted by the City Secretary or designee
- Allow the customer to present information regarding the account

D. The City representative shall have authority to:

- Review billing records
- Correct errors
- Approve payment arrangements
- Delay or cancel disconnection

## **SECTION 5. DISCONNECTION PROCEDURES**

A. Service may be disconnected when:

- Payment is not received; and
- No hearing is requested, or a hearing determination upholds the charges

B. Disconnections shall:

- Occur on or after the 25th day of the month
- Occur during normal business hours
- Not occur on weekends or City holidays

## **SECTION 6. MEDICAL HARDSHIP**

### **A. Eligibility**

A customer may request a delay of disconnection if termination of service would pose a serious health risk to a resident of the household.

### **B. Required Documentation**

Written certification from a licensed medical provider stating:

- A serious medical condition exists; and
- Disconnection would endanger the health of a resident

### **C. Timing**

Documentation must be submitted before the cutoff date or within three (3) business days after disconnection, at the City's discretion.

### **D. Length of Delay**

Disconnection may be delayed for up to thirty (30) days.

### **E. Payment Requirements**

To maintain service, the customer must:

- Pay at least twenty-five percent (25%) of the outstanding balance; or
- Enter into an approved payment agreement

## **F. Late Fee Waiver**

During an approved medical hardship period:

- Late fees shall be suspended for the duration of the approved hardship period
- A ten percent (10%) late fee shall be assessed to any unpaid past due balance remaining at the conclusion of the approved medical hardship period.

## **G. Limitations**

- Limited to two (4) approvals per calendar year
- Updated documentation may be required for each request

## **H. City Authority**

The City may verify documentation and approve or deny requests.

# **SECTION 7. ELDERLY CUSTOMER PROTECTION (AGE 60+)**

## **A. Eligibility**

A customer qualifies if the customer:

- Is sixty (60) years of age or older;
- Is a residential customer; and
- Occupies the service address

## **B. Right to Delay Payment Without Penalty**

Upon request and verification, the City shall:

- Allow payment of the utility bill without penalty; and
- Extend the payment deadline to the 25th day after the bill is issued

## **C. Late Fee Waiver**

A qualifying elderly customer:

- Shall not be assessed the 10% late fee after the 25th day upon request and verification

After the protected period:

- Standard late fees and disconnection procedures apply

## **D. Request Procedure**

Customer must:

- Notify the City (in person, phone, or writing); and
- Provide reasonable proof of age

## **F. Duration**

Once approved:

- Status remains active on the account
- No monthly reapplication required
- Subject to periodic verification

## **G. Limitations**

- Does not forgive charges
- Does not prevent disconnection after the 25th
- Customer retains all other rights

## **H. Administration**

The City shall:

- Flag accounts in the billing system
- Ensure late fees are not applied until after the 25th
- Review cutoff lists for compliance

## **SECTION 8. RECONNECTION OF SERVICE**

A. Service shall not be restored until:

- Payment of the delinquent original balance has been received
- Any applicable fee assessed during the current billing cycle may be applied to a subsequent billing cycle

B. Reconnection shall occur:

- Same business day if payment is received before 3:30 p.m.
- Next business day if payment is received after 3:30 p.m.

## **SECTION 9. TAMPERING**

Unauthorized restoration of service is prohibited and subject to:

- Fees
- Penalties

- Possible criminal charges

## **SECTION 10. ADMINISTRATION**

The City Secretary or designee shall:

- Administer this policy
- Serve as hearing officer
- Approve payment plans and hardship requests

## **SECTION 11. EFFECTIVE DATE**

This policy shall become effective upon approval by the City Council of the City of Frankston.

Date approved and adopted by the City Council: \_\_\_\_\_

