

City of Pocomoke – Mayor & Council

POLICY STATEMENT AND PROCEDURES CONCERNING WATER BILLING AND COLLECTIONS

October 13, 1999

1. All water/sewer/trash/bay fee bills are the responsibility of the property owner, regardless of who may receive the bills. Section C-90 of the Charter of Pocomoke City provides that the City may place a lien on a rental property for unpaid utility bills and may collect such bills in the same manner as taxes (i.e.: tax sale of property).
2. Rental Property Owners ("Owners") may complete a written form to request that water accounts be placed in tenant' names for billing purposes. By signing the request form, the owners are not relieved of responsibility for any bills which are placed in the tenants name but acknowledge that tenants are billed as a convenience to the owners. If no written request is on file for a rental property, the water and sewer account will be automatically be placed in the owner's name, and bills will be mailed to the owner at the address for real estate billing.
3. Water/sewer bills are generally mailed between the 15th and the 20th of each month. Prior to mailing, a disconnection list will be created for all properties with an outstanding balance from the previous month. All accounts with a prior balance will be stamped to advise that the water service will be shut off if the previous balance is not paid by the last Wednesday of the month. If the customer has not paid the previous month's balance by the last Wednesday of the month, the water service to the property will be disconnected the last Thursday of the month. Full payment of the account plus a \$50.00 reconnection fee is required to reinstate water/sewer service. No property may be occupied without water and sewer service, under the City's housing code.
4. Any owner shall have the right to call or visit the City's water department billing office at City Hall during regular business hours to inquire as to the status of the water/sewer account. There will be no charge of such inquires.
5. In general, there will be no adjustments to the water portion of the bill for water leaks in the owners' water line or plumbing from the curb to inside of the building. However, an owner may request an adjustment of one month's bill in the case of a burst pipe, which has been repaired by a licensed plumber, from the curb area to the foundation or basement. Other water pipe breaks are not eligible for credits. Adjustments or credits for the sewer portion of the bill, for extraordinary circumstances, for (1) month may be requested in writing by the owner and will considered on a case-by-case basis. Such request must be accompanied by a written invoice or receipt for repairs to the plumbing problem that caused the leak by a licensed plumber only. Adjustments, if approved, will be based upon recent average bills for that account. There will be no adjustments for any leaks caused by failing seals, washers, flappers or other components of any plumbing system.