

City of Clinton

Customer Service

Policies &

Procedures

**ADOPTED
APRIL 1, 2008**

PROCEDURE PURPOSE

The intent of this policy is to provide the customer and the employees of the City a helpful guide with uniform procedures for providing utility service. The City desires to treat its citizens in a fair and indiscriminate manner while recognizing that each customer has distinct needs and requirements.

This policy is not meant to be all-inclusive but offers direction and guidance for the City Manager and employees of the City.

OVERVIEW

Employees of the City have been empowered and well-trained to use this policy to deliver high quality service to customers. Employees are expected to deal with each decision with empathy and understanding, listening carefully to the needs and requirements of individual customers. Ultimately, the City Manager accepts the responsibility as the final authority on this policy.

APPLICATION OF THIS POLICY

This policy applies to every customer or applicant for utility service and garbage/tipping fee. Copies of this policy are available at the City's offices and on the City web site (www.cityofclintonnc.us).

This policy may be revised, amended, supplemented, or otherwise changed from time to time by action of the City Council. Customers are encouraged to seek answers to any questions by calling the City offices.

These policies are part of all oral and written agreements for providing and receiving utility service from the City.

CUSTOMER'S RESPONSIBILITY

1. Allow utility department personnel access to property to set up and maintain service.
2. Pay bills by the due date shown on each monthly bill. If customer does not receive a bill, it is their responsibility to contact the City to get the amount of their bill.
3. Notify the utility department if there is someone in the household who is either chronically or seriously ill, or on a life support system, where they need consistent water supply. Notification shall include verification in writing from a medical doctor and be updated in January of each year.

4. Notify the utility department of questions or complaints about service.
5. The City provides utility service for the sole use and convenience of the premises under agreement. The customer will ensure that utility service is not given or resold to a neighbor or tenant. Violation of this policy will be cause for immediate disconnection of service and a fine. (Ref. Section 22-51 of Clinton City Code)

CUSTOMER'S RIGHTS

1. The customer has a right to request, free of charge, historic billing and usage information.
2. If the customer is dissatisfied with their utility usage, a recheck of the meter reading may be requested. A fee of \$50.00 will be charged if the customer request more than three (3) rechecks within a twelve (12) month period during the fiscal year. However, if this service discloses that the meter was read in error, no charge will be made.
3. If a utility department employee cannot find any reason for usage changes, the customer may request a meter test. A fee of \$100.00 will be charged if the customer requests more than one (1) test within a twelve (12) month period during the fiscal year and if the meter is within accepted tolerances (plus or minus 2%). The customer has the right to the results of the test. If the meter is found to be faulty, no charge will be made.
4. The customer has a right to request a review of any complaint according to the grievance procedure.

CITY'S RESPONSIBILITY

1. To provide prompt, professional and courteous service.
2. To apply the customer's deposit to their account after the final bill reading & final bill calculations are made.
3. To provide and explain rate schedules, how meters are read, and other additional, reasonable information.
4. To provide historic billing and usage information when requested by the customer.
5. To provide conservation information.
6. To provide equal treatment to all customers.
7. To operate the utility system in an efficient manner.

CITY'S RIGHTS

1. To access the City's utility facilities at any time.
2. To receive notice of changes in address, telephone number, status or utility service, or problems with utility service immediately.
3. To receive timely payment for services delivered to a customer.
4. To discontinue service for non-payment, returned check, or returned automatic bank draft payment.
5. To take legal action regarding equipment tampering or financial delinquencies.

ESTABLISHING SERVICE

OFFICE AND SERVICE HOURS

1. The City's Finance Department is located at 221 Lisbon Street in the Clinton City Hall building. The City Hall is open from 8:30 am to 5:00 pm, Monday through Friday. Routine and regular service work will be performed during these hours, except for holidays, and during inclement weather.
2. Emergency restoration work is performed 24 hours a day, seven (7) days a week. For after hour utility emergencies, please call 910-592-1151.
3. For customer convenience, the City operates a drive-through window during office hours and has an after hour depository located at the drive-through window for collecting payments. Billing stubs should be enclosed with payments to insure the appropriate credit on the account.

REQUEST FOR SERVICE

1. Original application for service – Any customer requesting services will complete an application and agreement for services. The customer will provide:
 - Photo Identification, Driver's License
 - Receipt of rental deposit or copy of lease agreement (tenants)
 - Copy of deed, contract of sale, or home owner's insurance policy (owners)
 - Telephone number
 - Signature on the application

The City recognizes that an application for utility service will only establish credit for the husband and wife if the account is processed in both names. In all other situations, credit will be established for only the customer signing the application. In situations where utility service expenses on the same account are to be shared by two or more people (other than husband or wife), then the signatures and required application information for all persons desiring to have credit established with the City shall be included on the original application for service. Out of town connection requests may obtain the application by mail, fax, or the city's web site (www.cityofclintonnc.us). Service will be

established after receipt of the signed application, required information, and any deposit fees.

2. Account Deposit – A customer will pay an initial deposit (see Fee Schedule) to begin utility service. All tenants renting properties are required to pay the deposit for any individual or all of the utility services provided. This deposit is non-interest bearing.
3. Non-residential accounts – Accounts established for non-residential service will require the same information as listed above and a signature by an officer of the corporation, or a responsible person (owner, or manager, etc.). That person accepts the personal responsibility for payment of the account.
4. Account information changes – Any changes of account information, mailing address, account name, etc. should be made in writing or in person by the account holder to prevent any errors.
5. Service Requests for All Utilities – Any request for utility service will include water, garbage/tipping fee and sewer if these services are already established at the requested location.
6. Place of Application – Customers may request utility service at City Hall, in person, or by fax (signature required). The individual owner or tenant of the property must make application for utility service. Occupant will be determined to be the person named in the lease agreement, deed, deposit receipts, or contract of sale.
7. Time of Application – The City will strive to meet the customer’s needs for connection of service. Normal connection will be made within 24 hours of the request.
8. Explanation of Policies – Customers can request a verbal explanation of the City’s policies and may obtain a written copy of the guidelines as well.
9. Welcome Packet – The City may give each new customer brochures that includes information about the utility service.

CUSTOMER DEPOSITS

1. Need for a Deposit – City employees are charged with the responsibility of prudent management of the City’s finances. A deposit for utility services is collected as security that all bills will be paid in full by their due date. Employees realize that most customers pay their bill in full and on time, however, we seek to protect the good-paying customers from the detriment of uncollectible accounts by other customers. Reasonable and uniformly applied deposits are therefore necessary. A deposit shall be required of all persons or businesses occupying but not owning premises for which a water & sewer connection is made or where sanitation services are provided. A deposit is required for each location. The amount of the deposit shall be set from time to time by the council and a schedule shall be kept on file in the office of the Finance Director. (Ref. Section 22-62 Clinton City Code)
2. Refunding of Deposits – The deposit will be credited to the customer’s account upon discontinuance of service. After the deposit is applied, all outstanding balances on the

final bill will be the responsibility of the customer. Any credit balance from the deposit will be refunded to the customer within two (2) months provided a current mailing address is available.

BILLING INFORMATION FOR CUSTOMERS

1. Bills are mailed on or before the 29th of each month. If customer does not receive a bill by the end of the month, it is their responsibility to contact the billing department to get the amount of their bill by calling 910-299-4909.
2. The bill is payable by the 12th of each month and is considered past due if payment is not received in City Hall by 5:00 pm on the due date. A 10% penalty will be assessed on the current billing. When the due date falls on a weekend or holiday, the next working day will be considered as the due date grace day. (Ref. Section 22-65 of Clinton City Code)
3. Active utility accounts will receive a minimum bill (according to the Fee Schedule) each month as long as service is provided regardless of water usage.
4. Properties that only have one (1) water connection(tap)and/or one (1) sewer connection (tap) provided to several units are billed a minimum utility bill per unit and then billed according to the total water consumption on the master meter. (Ref. Section 22-57 Clinton City Code)
5. The City's water calculations are figured in cubic feet.
 - 1 cubic foot = 7.5 gallons
6. Service is scheduled to be discontinued if payment is not received by 5:00 pm on the day before the cutoff date. A delinquency fee and the past due balance (plus the current utility bill, if it has been mailed), and any penalties must be paid before service is reconnected. (Ref. Section 22-65 Clinton City Code)
7. For billing purposes, the city bills for the previous thirty (30) days usage. If services are disconnected by the 20th of the month, the customer will be billed for the current usage plus any usage up to the disconnected date.
8. A meter tampering fee of \$100.00 will be charged to any customer's utility account that reconnects their meter without the City's knowledge.

WATER & SEWER TAPS/CONNECTIONS

1. The owner of the property, general contractor, or plumber must apply in person for the necessary services. Information needed:
 - Service address
 - Billing information
 - Required tap/connection sizes
 - Payment for required taps/connections
 - Telephone Number
2. At least a two (2) weeks notification and payment is required to insure prompt service.

BILLING ADJUSTMENTS

If the City has inadvertently overcharged or under billed a customer for utility service or garbage/tipping fee, the City will promptly notify the customer. Billing errors will be reimbursed or credited up to twelve (12) months immediately preceding the discovery and report of the error.

1. Should the mistake be in the customer's favor, the City will credit the customer's account in that amount. If the time frame of the mistake cannot be determined, the City will credit the account based on a six (6) month average consumption. The error must be determined within twelve (12) months of the billing. If the exact amount of the excess charge cannot be determined, the City will estimate the amount due based on a six (6) month average of consumption.
2. If the City has inadvertently undercharged a customer for utility service garbage/tipping fee, the City will collect the amount due. If the time frame of the mistake cannot be determined, the City will bill and collect based on a six (6) month average consumption. If the exact amount of the undercharge cannot be determined, the City will estimate the amount due based on a six (6) month average.
3. If an undercharge has occurred because of meter tampering, the City shall demand the overdue amount in full in addition to the meter tampering fee.
4. If an overcharged customer owes the City on another account, the City may apply the credit to the outstanding account.
5. The City of Clinton may adjust a utility customer's bill in the event of seasonal filling of swimming pools. Adjustments shall be made in accordance with the following policy.
 - Adjustments shall be authorized a maximum of one (1) time per year.
 - The customer shall be responsible for notifying the City Utility Billing Department to report a pool will be filled during a particular billing cycle. The City will read the meter before and after the pool has been filled.
 - No adjustment shall be made for the water consumption.
 - An adjustment may be made for the sewer consumption. The sewer charge for a billing cycle during which a pool was filled shall be calculated based on the usage from the City readers to fill the pool

LEAKS AND WATER LINE BREAKS – SEWER ADJUSTMENT

The customer who is requesting the adjustment shall provide the City documentation that in fact a leak did exist, when it was discovered, the location of the leak, and a copy of the plumber's invoice showing date the leak was repaired. Upon receipt of this documentation, the City shall determine the customer's average monthly usage of sewer rates. If a six (6) month average is not available, the average will be based on 300 cubic feet of water usage. All sewer charges over the average shall be released. Depending on the cost of the water bill after the above adjustments, the City Manager or Finance Director may allow the customer a reasonable time to pay the bill. No sewer adjustments due to leaks shall be made without documentation.

Adjustments on the sewer portion of the bill will only be given if the leak was located in the following areas:

- Leaks underground or in walls
- Frozen and burst pipes
- Irrigation system or outdoor spigot leaks
- Faulty water heaters or pressure reducing valves
- Vandalism to plumbing that is documented with a police report.

No adjustment shall be made when the request for the adjustment is received more than sixty (60) days after the billing date of the bill to be adjusted in the case of an active customer, or thirty (30) days after the billing date of a final bill. Exceptions will only be made if there is proof for extraordinary mitigating circumstances, e.g., the customer was in the hospital or out of town during the period in question.

DROP BOX FOR PAYING AFTER HOURS

For the customer's convenience, a drop box is located by the drive through window of City Hall at 221 Lisbon Street. For added security, please do not deposit cash in the after hours depository. The City will not be responsible for any payments not received.

EXTENSIONS OF TIME FOR PAYMENT OF BILLS

1. Customer Request – All requests must be made by the person in whose name the account is active.
2. Location – The customer requesting the extension must come into the Finance Office or call to request the extension two days prior to the scheduled cutoff date.
3. Maximum – Maximum extended time will be seven (7) days, from the cutoff date.
4. Valid Reason – The customer will be required to give a valid reason as to why the extension is needed. A valid reason for requesting an extension should relate to an unforeseeable hardship or emergency.
5. Agreement – By executing a customer extension, the customer agrees that if payment is not made by the specified time, service will be disconnected without further notice.
6. Approval of Extension – An extension is a privilege and will be granted based on customer need and circumstances. An extension will not be guaranteed and may be denied for excessive abuse. No more than two (2) extensions shall be granted within a 12 month period. Upon approval of the extension, the delinquency fee will still be applied to the delinquent account.

THE CITY'S RESPONSE TO RETURNED CHECKS AND AUTOMATIC BANK DRAFT PAYMENTS

1. The City will accept only cash; certified check or money order from any customer having two (2) returned checks or returned automatic bank drafts within a one (1) year period.
2. Upon receipt of the first returned check or automatic bank draft payment, the customer will be informed by mail and given a copy of the written policy.
3. Upon receipt of the second returned check or automatic bank draft payment, the customer will be advised that all bills must be paid in cash, certified check, or money order for the next year.
4. As allowed by NCGS 25-3-506, a Returned Check/Draft Charge of \$25.00 is added to the customers' account due to the returned check or automatic bank draft payment.
5. Returned checks or automatic bank draft payments shall be picked up within seven (7) days of notice from the City. If the returned check or automatic bank draft payment is not picked up with payment in full, including the returned check/draft fee, service shall be disconnected without further notice.
6. In the event a new customer pays a utility account deposit by personal or corporate check and the check is returned to the City for insufficient funds, or the account closed, then the account shall be subject to immediate disconnection without benefit of prior notification.
7. The City does not accept two (2) party checks. We do not cash checks or give change back from a check for payment on an account.

AUTOMATIC BANK DRAFT PLAN

1. Automatic bank drafts offer customers the option of having their bank accounts drafted on a set date of the month. This relieves the customer from having the possibility of lost or late payments and saves a trip to the City Hall or the cost of a stamp.
2. The draft date is the 7th of each month. This will allow the customer time to verify or question their bill.
3. The customer will be required to supply the City with an automatic bank draft application and a voided check for the purpose of drafting.
4. Only good credit customers will be eligible for this program.
5. Any draft returned by the bank because of insufficient funds or a closed account will be treated as a returned check, and the customer will be released from the automatic bank draft program after the 2nd occurrence.

6. If the customer wishes to discontinue the automatic bank draft, the Collections Clerk must be notified in writing by the 1st of the month.

MEDICAL ALERT PROGRAM

1. The customer has the responsibility of notifying the City if there is someone in their household who is either:
 - Chronically or seriously ill
 - On a life support system
 - Medically requires uninterrupted utility service
2. The customer must provide a letter or certification from a doctor or hospital advising of the above condition. These letters will be reviewed and brought up-to-date in January of each year. A customer who complies with these notification procedures will have a medical alert seal placed on their meter to designate their household as containing a chronically ill or life support customer.
3. The customer has the full responsibility to carefully handle their account so that service will not be interrupted for failure to pay. With the medical alert designation, the City will make every effort to make personal contact with the customer before service is terminated.

DISCONTINUING SERVICE

TRANSFER OF SERVICE

Customers may transfer service from one location to another. Any balance on the current or any previous utility account will have to be paid before service can be transferred. Transferred accounts for tenants must maintain the current deposit amount.

CLOSING A UTILITY ACCOUNT

After an account has been closed by either customer request or policy of the city, all funds, including deposits, refunds and overcharge credits will be used against amounts owed the city on the closed account first. Remaining funds will then be used against any amounts owed on any other accounts the customer may have with the City. When those accounts have been cleared, a check for the remaining money will be issued to the customer for any net credit.

TERMINATION OF SERVICE

1. Requesting Discontinuance of Service – Any customer requesting discontinuance of service will inform the City of the location, date service is to be disconnected, the forwarding mailing address, and provide their signature for the final bill.
2. Disconnection Scheduling – Disconnection from the City's utility system will be preformed the same day as requested if notified before 4:00 pm of that day.

3. Death of a Customer – In the misfortunate event of the death of a utility customer, the immediate family or significant other will be required to make the appropriate changes for billing purposes within 60 days after notification from the City. A copy of the death certificate or required documentation shall be provided to the City’s Billing Department. Neglect in this matter will result in immediate disconnection of services. After applying the deposit, if any, to the outstanding utility bill the balance owed on the utility account will be billed to the estate. The credit balance of the decease’s deposit will be refunded to their estate.
4. Final Bill – The customer’s final bill will be processed and mailed by the 29th of that month if disconnection is made by the 20th of that month.
5. Debt Set-off Accounts – The City will report any discontinued utility accounts that have an outstanding balance of \$50.00 or more on the account to the State of North Carolina for collection from the customer’s yearly state tax refund. The customer will be notified (if the mailing information is current) within 30 days before the report is filed.
6. Deposit Settlement or Disposition – According to NCGS 116B, any customer deposits, credits, or other property held to secure payment for utilities that are unclaimed for one year (1) or more years are considered abandoned property and will be subject to the unclaimed property requirements. Upon discontinuance of utility services, a valid forwarding address should be given to the Utility Billing Clerk for possible refund of deposits or credits on the utility account. All unclaimed customer deposits, and credits, regardless of the amount, are subject to the custody and control of the State of North Carolina. Prior to November 1st of each year, the City will file a report accounting for all escheatable property with the Escheats Office within the Department of the State Treasurer. A check in the amount of the property listed should accompany the report.

CUSTOMER’S RIGHTS PRIOR TO DISCONTINUANCE OF SERVICE

1. Reasonable Opportunity – The City will discontinue utility service to customers for nonpayment only after giving the customer a reasonable opportunity to question the accuracy of the bill. Reasonable opportunity is defined as the period of time from the issuance of the bill until the date of potential disconnection.
2. Disputed Bill – If a customer disputes the accuracy of their bill, they have the right to a hearing at which they may be represented in person or by another person of their choosing who may present, orally or in writing, their complaint and contentions.
3. Hearing – The City will discontinue utility service for nonpayment of bill on the cutoff date. The customer has an opportunity to dispute the bill before this date. Any customer desiring a hearing must contact the Finance office. Hearings may be scheduled between 8:30 am and 5:00 pm, Monday through Friday. The City has the authority to settle the issue and reconnect any disconnected account while the matter is investigated.
4. Exceptions – Under special circumstances, the City may choose not to interrupt service during extreme weather or when the meter has been sealed with a medical alert tag about which the City has prior written knowledge.

5. Suspension and Restoration of Service – The temporary suspension of water service for a period of less than sixty (60) days is prohibited. A fee of \$50.00 will be charged to the utility account if this service is provided.

The customer will be notified in a timely manner of the results of any investigation regarding a hearing and of any resulting determination regarding adjustment or cutoff. All further grievances will be heard and addressed by the City Manager.

INVOLUNTARY DISCONTINUANCE OF SERVICE

(Ref. Section 22-59; Section 22-60 of Clinton City Code)

1. The City may discontinue utility service for any one of the following reasons:
 - Failure of the customer to pay bills for utility service and garbage/tipping fee, as required in the Billing Information Section of this policy, continuance of the account being delinquent will result in the meter being removed.
 - Failure of the customer to pay deposits as required or to increase deposits as required in the Customer Deposits Section of this policy.
 - Upon discovery of meter tampering including bypassing the meter or altering its function:
 - Failure of the customer to permit City employees access to their meters at all reasonable hours. Locked gates, loose dogs, parked cars over meters, etc. are violations of City policy. Parked cars over the meter will be towed at the owner's expense.
 - Discovery of a condition resulting in the loss of water or a condition, which is determined to be hazardous or unsafe.
2. A courtesy call will be initiated for first time delinquent customers provided we have correct contact information. However, this does not alleviate the delinquent fee being charged to the utility account.
3. Federal laws regarding bankruptcy require that the City not alter, refuse, or disconnect service based solely on the basis of the beginning of bankruptcy proceedings based on the customer's failure to pay for prebankruptcy service, when a petition for bankruptcy has been filed. It is the customer's responsibility to provide the billing department with any legal documents pertaining to bankruptcy.
4. Partial payments are accepted on an account; however, a partial payment does not waive an involuntary discontinuance of service. A partial payment is first applied to the oldest charges outstanding.
5. Accounts subject to involuntary discontinuance shall be assessed a delinquency fee at 8:30 a.m. on the morning of the cutoff date. The delinquent fee can be released by the City Manager or the Finance Director one (1) time if the customer has an excellent payment history and a valid reason for the delinquency. All past-due balances must be paid before the cut-off date.
6. Within three (3) days from the cutoff date, if the utility account is still delinquent, the City will recheck the meter to see if it has been cut back on by the resident. If the meter

has been cut back on, the City will pull the meter at that time and apply the meter tampering fee to the account.

RECONNECTION

When it becomes necessary for the City to discontinue services for any of the reasons listed above, service will be restored after payment of:

- All past due bills due the City including additional fees and charges required by this policy;
- Any deposit as required;
- Any material and labor cost incurred by the City according to the current Fee Schedule.

After hour reconnection will only be available if the customer can show proof of payment in full or an extenuating circumstance. Public Works and Utility employees do not collect fees or charges under any circumstance.

If a Public Works employee is dispatched after 5:00 pm weekdays, on the weekends or holidays for a reconnection, an after hours reconnection fee of \$75.00 will be charged to the utility account after the first occurrence within a (12) twelve month period.

METERING GUIDELINES

METER READING

1. The City's meters will be read by City employees according to the City's schedule. Reading dates will vary slightly from month to month due to weekends, holidays, weather conditions, and other factors. Monthly billing periods will be assumed to be 30 days, but may range from 27 to 33 days.
2. The City's well-trained meter readers use modern meter reading equipment and techniques. If meter reading corrections are necessary, the City will make the adjustments and a revised bill may be rendered upon request. A credit due to a customer from a meter reading error will be posted to the customer's account.
3. Weather conditions, such as snow and ice, may make meter reading impossible. In those circumstances, the City will estimate utility usage based on a twelve (12) month average.

METER TAMPERING

(Ref. Section 22-61 of Clinton City Code)

1. Tampering with a meter or bypassing a meter is against NCGS 14-151.1. The City may call for prosecution in cases of meter tampering, water theft and fraud to the fullest extent of the law.

2. A service charge representing the City's cost for the investigation and processing of a meter tampering case will be billed to the customer who benefited from the tampering.
3. Repair cost shall be billed to the customer. Any usage, reconnection fees, or other applicable fees will be added to the customer's utility account when the meter has been tampered with.

GARBAGE, REFUSE AND RUBBISH

RECEPTACLES REQUIRED

1. Every person producing or accumulating refuse shall provide and keep on the premises occupied or used by him, refuse rollout containers to handle accumulations of refuse on said premises in the interval between collections by the city. (Ref. Section 11-2 Clinton City Code)
2. A minimum of one (1) or a maximum of two (2) rollout containers are allowed at each property, which shall be purchased from the city at the current market price. Multifamily dwellings shall be limited to no more than two (2) receptacles per dwelling unit. (Ref. Section 11-3 Clinton City Code)
3. Business buildings where refuse accumulates in quantities of more than two (2) rollout containers, the owner or leaser shall be required to use a bulk container. Any business will be limited to a maximum of two (2) eight-cubic-yard bulk containers. Bulk containers must be obtained from and maintained by private sources.
4. Multifamily apartment complexes may use bulk containers as an alternate. (Ref. Section 11-3 Clinton City Code)
5. It shall be unlawful for any person to deposit trash refuse, waste, or any other materials, which is not derived from the general operation of the business that the container is assigned to or owned by.

COLLECTION OF GARBAGE, REFUSE, AND RUBBISH

1. All refuse shall be placed at the street by 7:00 a.m. on the day assigned for collection, but no earlier than 6:00 p.m. the day before and removed from the street by 7:00 p.m. on the same day of collection.
2. Trimmings, hedge cuttings, grass or similar materials for free collection shall be placed on the curb line at the street. Free collections shall include nothing more than six (6) inches in diameter nor more than sixty (60) inches in length. Large accumulations of brush from extensive hedge or tree trimming can be collected for a fee established by city council.
3. No household furnishings, appliances/white goods, mattresses, box springs, or any other refuse other than garbage or rubbish, shall be removed by the city without an additional charge.

4. The public works department shall collect, remove and dispose of refuse in residential sections of the city once per week. During extreme conditions or circumstances, collection may occur on a more frequent basis. (Ref. Section 11-5 Clinton City Code)
5. Refuse from business buildings will be removed once per week. And where deemed necessary by the public works director more than once per week.
6. Occupants of each dwelling, apartment or any other unit of family habitans, or commercial unit shall be assessed a monthly fee, commensurate with the number of collections and the amount of such collection, to be established by the city council. Said collection fee will be added to the water and sewer bill, if applicable, from the city to the occupant. Failure to pay said collection fee shall result in a termination of such water and sewer service in the same manner as failure to pay water and sewer user charges will cause termination of such service, however, that in the event that the unit of habitation or commercial enterprise own a master meter, then said collection fees shall be collected from said occupants and their failure to pay by the twelfth day of the month for which they shall become due shall constitute a charge on the water and sewer bill of the city charged to the master unit.

PROFANE, INDECENT, AND THREATENING CALL

It is against North Carolina General Statute 14-196 to use “profane, indecent, or threatening language to any persons over the telephone; annoying or harassing by repeated telephoning or making false statements over the telephone.”

If a call of this nature is received, do the following:

1. At the first profane or indecent word, ask the caller to please refrain from that type of language. If the profane or indecent language continues, politely inform the caller that if that type of language does not cease that the call will be terminated. If the profane or indecent language continues, terminate the call by hanging up.
2. Document the occurrence including the caller’s name, address, and telephone number, if known. Report incident to your supervisor, including the above information.
3. If the calls continue, notify your supervisor. The city personnel receiving these calls may wish to contact the City of Clinton Police Department, if deemed necessary.

GRIEVANCE PROCEDURES

Collection Clerks receive complaints from utility customers or the public in general. We are responsible for directing them to the proper department for information. The complaints for utility service customers are handled within our department.

The following is the grievance ladder for unsatisfied customers:

- Collections Clerk
- Utility Billing Clerk

- Finance Director – if problem is within area of collections/billing
- Public Works Crew Leader – if problem is outside at service site
- Public Works Director – if problem is outside at service site/within the billing
- City Manager